Empowered by Innovation NEC

DSX

Software Manual

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For additional resources, visit our Technical Support site on the web at **http://www.necdsx.com**.

This manual has been developed by NEC Unified Solutions, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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Introduction

Using the DSX Software Manual

How the Manual is Organized

This manual describes the features and programming of the DSX telephone system. It is divided into eight chapters as follows:

- **Introduction**
  This is the chapter you are reading now. It provides information about the DSX system's default feature setup and basic startup programming. You'll also find handy charts for system codes and capacities, as well as key layout illustrations for each DSX telephone.

- **Features**
  The *Features* chapter contains the description, programming, related features, and operation for each DSX telephone system feature. The programming required to customize each feature is presented in a handy, easy to understand, step-by-step guide. For feature operation, use the convenient operation charts at the end of each feature.

- **IntraMail**
  For description, programming, related features and operation of each IntraMail Voice Mail with Automated Attendant feature, turn to the IntraMail chapter.

- **System 1001-1702**
  Turn to this chapter for details on the DSX system option programming.

- **Station 2101-2501**
  Refer to this chapter for details on the DSX station option programming.

- **Line 3101-3715**
  For details on the DSX line option programming, read this chapter.

- **Voice Mail 4101-4231**
  When setting up IntraMail, you'll find the details on each IntraMail option in this chapter. This chapter also provides the specifics on options required for UltraMail and external NVM-Series voice mail.

- **Maintenance 9001-9042**
  You will find details on the maintenance options in this chapter.

Additionally, at the end of this manual are the *DSX Program List* (page 929) and *Index* (page 947).

The System Document CD

The System Document CD provided with your system contains documentation, software, and other DSX resources. Insert this CD into your PC and browse through its contents.

Default Feature Setup

Default Features

	Default Features for Lines
1.	All lines are loop start DTMF. • Use *3101-01: Line Type* (page 809) to change this assignment.
2.	In DSX-80/160, lines 1-12 ring on line keys 1-12 for extensions 300-315. • All other extensions are lamp only for lines 1-12. • Lines 13-64 do not appear on line keys.
3.	In DSX40, lines 1-8 ring on line keys 1-8. • Lines 5-8 require the Line Expansion Board.
4.	To customize line ringing, use one of the following: • *User Programmable Features* (page 368) code **#RAL**. • *2132-[01-64]: Line Ringing* (page 764).

	Default Features for Extensions
1.	The circuit types for keyset extensions are automatically set when the extension is plugged in.

2.	Keyset users can place outside calls by:
	• Pressing a line key and dialing the outside number.
	  -See *Central Office Calls, Placing* (page 78).
	• Pressing **INTERCOM**, dialing 9, then dialing the outside number.
	  -See *Line Group Routing* (page 223).
	• Line Dial-Up and Direct Line Access are disabled.
	  -See *Central Office Calls, Placing* (page 78) for more.

3.	All extensions have full incoming and outgoing access to all outside lines. • See *Initial Startup Programming* on the next page if you want to change this assignment.
4.	The default Feature Key assignments are: • Keys 1-12 (1-8 on DSX-40) are line keys. • Keys 13-24 (9-24 on DSX-40) are undefined.
5.	At the attendant's telephone: • Key 12 (on 22-button) or key 24 (on 34-button) is an Operator Call Key. -Use the Operator Call Key to answer incoming Intercom calls queued at the attendant's extension. See *Attendant Call Queuing* (page 22).

	Default Features for IntraMail
1.	Each extension has an IntraMail voice mailbox.
2.	All mailboxes are enabled. • To disable a mailbox, see *2141-01: Station Mailbox Type* (page 766).
3.	The IntraMail Automated Attendant does not answer outside calls. • To set up the Automated Attendant, turn to *Automated Attendant* (page 433).

Initial Startup Programming

1.	**Enter the programming mode.**

1. From any display telephone:
   - Press **INTERCOM** + Dial **#*#***
   - Enter the system password + **HOLD**
2. The system passwords are:
   - **632379 (NECDSX)** for Installer (level 3)
   - **9999** for System Administrator 2 (level 2)
   - **0000** for System Administrator 1 (level 1)
3. See *System Programming Password Protection* (page 336) for more.

2.	**Assign the correct circuit type to each of your installed lines.**

1. In *3101-01: Line Type* (page 809), assign the correct circuit type for each line. Analog line types are:
   - **51** for loop start DTMF
   - **52** for loop start DP

3.	**By default, each extension has full incoming and outgoing access to each line. To change this assignment:**

1. If yes, in *2131-[01-64]: Line Access* (page 763), change each extension's line access as required:
   - **0** for no access
   - **1** for incoming access only
   - **2** for outgoing access only
   - **3** for full access
2. Using *902x-Copy* (page 921) may save you time.

4.	**By default, all extensions 300-315 ring immediately day and night for on lines 1-12. To change this assignment:**

1. In *2132-[01-64]: Line Ringing* (page 764) set the ringing option for each extension:
   - **0** for lamp only (no ringing) day and night
   - **1** for day and night ringing
   - **2** for night ringing only
   - **3** for delay ringing day and night
2. Using *902x-Copy* (page 921) may save you time.

5.	**To change the default system passwords:**

1. Turn to *System Programming Password Protection* (page 336) to learn more about system passwords.

6.	**To return the system to the factory installed (default) programming:**

1. Turn to *901x-Initialize (Initialize Utilities)* (page 917) to learn more about system initialization.

Default Feature Setup

Checking your System's Software Level

How to Check your System's Software Level	
To check your system's software level:	
1.	Press **INTERCOM**.

2.	Dial **#*#***.
	   • The system software level shows on the first line of your display.
	   • You see: **DSX-nn vxx.xx.xx**

3.	Press **SPEAKER** to exit.

DSX Dial Codes by Feature (Page 1 of 2)		
For this feature	**Dial this code**	**When you are**
Barge In (Intrusion)	**4**	Barging-In on a co-worker's call
Call Forwarding	**INTERCOM** + ***30**	Canceling Call Forwarding at an extension
	INTERCOM + ***32** + Extension or 0 (for the operator)	Enabling Call Forwarding Busy/No Answer
	INTERCOM + ***33**	Setting up Call Forwarding Off Premise
	INTERCOM + ***34** + Extension or 0 (for the operator)	Enabling Call Forwarding All Calls
	INTERCOM + ***36** + Extension or 0 (for the operator)	Enabling Call Forwarding No Answer
	INTERCOM + ***37** + 2 (all calls) or 8 (outside calls)	Setting up Personal Answering Machine Emulation
Call Waiting / Camp-On	**2** + Do not hang up **2** + Hang up	Camping-On to a co-worker Leaving a Callback for a co-worker
Central Office Calls, Placing	**INTERCOM** + **#9** + Line number (e.g., 01)	Using Line Dial-Up to place an outside call
	INTERCOM + Line extension number (e.g., 101)	Using Direct Line Access to place an outside call
	INTERCOM + **9** or **90-98**	Accessing a Line Group to place an outside call
Dial Number Preview	*****	Previewing a number before dialing
Directed Call Pickup	**INTERCOM** + ****** + Extension	Intercepting a call ringing a co-worker's extension
Flash	**#3**	Flashing a line at a single line extension
Forced Line Disconnect	**#**	Using Forced Line Disconnect to disconnect a busy outside line
Group Call Pickup	**INTERCOM** + ***#**	Answering a call ringing a phone in your Pickup Group
Hold	**INTERCOM** + ***4** + Line number (e.g., 01)	Picking up an outside call on System Hold at a co-worker's extension
Intercom	**INTERCOM** + Extension (e.g., 301)	Placing an Intercom call to a co-worker
Meet-Me Conference	**INTERCOM** + **#11** or **# 12**	Setting up or joining a Meet-Me Conference

Charts

DSX Dial Codes by Feature (Page 2 of 2)		
For this feature	**Dial this code**	**When you are**
Monitor / Silent Monitor	**6**	Setting up Monitor after calling a busy co-worker
Night Service / Night Ring	****** + UNA code (01-04)	Answering a call ringing UNA at night
Paging	**INTERCOM** + ***1** + Page zone (1-7 or 0 for All Call)	Making an internal Paging announcement
Park	**INTERCOM** + ***** + System Park Orbit (60-69)	Parking or retrieving a call from System Park Orbit
	INTERCOM + ****** + Extension (e.g., 301)	Using Personal Park to Park or retrieve a call at a co-workers extension
Removing Lines and Extensions From Service	**INTERCOM** + **#40** + Extension (e.g., 301) or line (e.g., 101) + **4** (to return) or **6** (to remove)	Removing or returning an extension or line to service
Selectable Display Messaging	**INTERCOM** + ***38** + Message (00-16) + Hold + Add additional digits + Hold	Enabling a Selectable Display Message
Speed Dial	**INTERCOM** + **#** + System bin (201-299) or Personal bin (701-720)	Dialing a System or Personal Speed Dial number
Transfer	**INTERCOM** + Extension (e.g., 301)	Transferring a call to a co-worker's extension
	INTERCOM + Extension (e.g., 301) + **V-MAIL**	Transferring a call to a co-worker's mailbox
Line Queuing / Line Callback	**2**	Queuing or leaving a Callback for a busy line
Voice Mail	**INTERCOM** + **V-MAIL**	Calling your mailbox from your keyset
	Lift handset + ***8**	Calling your mailbox from your single line telephone
	INTERCOM + Extension (e.g., 301) + **V-MAIL**	Transferring a call to a co-worker's mailbox from your keyset
	Hookflash + Extension (e.g., 301) + **8**	Transferring a call to a co-worker's mailbox from your single line telephone
	INTERCOM + ***37** + **2** (all calls) or **8** (outside calls)	Setting up Personal Answering Machine Emulation
	INTERCOM + ***30**	Canceling Personal Answering Machine Emulation
Voice Over	**9**	Initiating a Voice Over to a busy extension (after hearing busy/ring tone)

System Number Plan/Capacities (Page 1 of 2)		
	DSX40	**DSX80/160**
System Options		
Classes of Service	1-15 (COS 1 normally reserved for attendants)	
Conference	32 simultaneous users in Conference (total of all Conferences system-wide) 8 simultaneous Conferences maximum 8 parties maximum in any one Conference	
Extension Hunting (UCD) Master Numbers	8	
Extension Hunting Groups	8 (1-8)	
Group Call Pickup Groups	8 (1-8, 0 = unassigned)	
Privacy Release Groups	16 (1-16, 0 = unassigned)	
Speed Dial, Personal	20 bins at each extension (701-720) See *Speed Dial* (page 315) for additional information on Speed Dial capacities.	
Speed Dial, System	999	
Tenant Groups	1	
Timeslots	Non-blocking	
Toll Restriction Levels	7 (1-7, 0 = no restriction)	
Voice Mail Master Numbers	1 (normally 700)	
Lines		
Direct Line Access Codes	101-108	101-164
Line Dial Up Codes	#901-#908	#901-#964
Ring Groups	8 (1-8) 0 = no assignment Ring Group master numbers are normally 600-607.	
Line Group Access Codes	90-98	
Line Groups	9 (0-8)	
Line Ports	8 (1-8) Lines 5-8 require the Expansion Board.	64 (1-64)
Extensions		
Attendant (Operator) Access Number	0 (single operator) 01-04 (multiple operators)	
Attendants	4	

Charts

System Number Plan/Capacities (Page 2 of 2)		
	DSX40	**DSX80/160**
Analog Door Boxes, Built-In	2	0
Analog Door Boxes, Total	The maximum number of DSX Analog Door Boxes you can install is determined by the number of 2PGDAD Modules, which in turn is limited only by the availability of 16ESIU station ports.	
DSS Consoles	4 The System Load Factor may limit the total number that you can install. Refer to the system's *Hardware Manual*.	
Telephone Extension Numbers	300-325	300-427
Telephone Station Numbers	34 (1-34)	128 (1-128)
Total Number of Station Devices	34 This includes digital extensions, analog extensions, and analog Door Boxes.	128 May be limited by load factor.
Paging and Park		
Page Zones (Internal)	7 zones (1-7) and All Call (0)	
Page Zone (External)	All Call and zone 1 broadcast from the Page audio minijack	
Page Relays	2 in each built-in Door Box port 2 in each 2PGDAD Module (Future)	2 in each 2PGDAD Module (Future)
Park Orbits	10 (60-69) Orbits 68 and 69 have extended (5 min.) timers	
Passwords		
System Administrator 1 (Level 1)	0000	
System Administrator 2 (Level 2)	9999	
Installer (Level 3)	632379 (NECDSX)	

Ring/Message Lamp

```
Thu June 8      11:52 AM
Pat Smith            x301
  Menu  Dir  VM:00 CL:00
```

Alpanumeric Display

CHECK   CLEAR

Speed Dial
Bin keys

Soft keys

Feature keys

In DSX-40:
Keys 1-8 are line keys.
Keys 9-12 are undefined.

| Line 1 | Line 2 | Line 3 | Line 4 | Line 5 | Line 6 |
| Line 7 | Line 8 | Line 9 | Line 10 | Line 11 | Line 12 |

In DSX-80/160:
Keys 1-12 are line keys.

For Attendants:
Key 12 is the
Operator Call key.

	ABC	DEF
1	2	3
GHI	JKL	MNO
4	5	6
PQRS	TUV	WXYZ
7	8	9
*	0	#

TRANSFER   INTERCOM
FLASH   V-MAIL
REDIAL   DND
MUTE   CONF
SPEAKER   HOLD

VOLUME
▼ ▲

Microphone

Fixed Function keys

22-Button Display Telephone

Telephone Illustrations

Ring/Message Lamp

Thu June 8   11:52 AM
Pat Smith   x301
 Menu   Dir VM:00 CL:00

Alpanumeric Display

CHECK   CLEAR

Soft keys

Speed Dial
Bin keys

Feature keys

Line 1   Line 2   Line 3   Line 4   Line 5   Line 6
Line 7   Line 8   Line 9   Line 10 Line 11 Line 12

In DSX-40:
Keys 1-8 are line keys.
Keys 9-24 are undefined.

In DSX-80/160:
Keys 1-12 are line keys.
Keys 13-24 are undefined.

For Attendants:
Key 24 is the
Operator Call key.

ABC   DEF   TRANSFER INTERCOM
1   2   3
GHI   JKL   MNO   FLASH   V-MAIL
4   5   6
PQRS   TUV   WXYZ REDIAL   DND
7   8   9   MUTE   CONF
*   0   #   SPEAKER HOLD
VOLUME
▼   ▲

Microphone

Fixed Function keys

34-Button Display Telephone

Ring/Message Lamp

CHECK

Thu June 8   11:52 AM
Pat Smith   x301

CLEAR

Alpanumeric Display

Menu
Directory
V-Mail 00
Calls 00   SP Dial 1
Page   SP Dial 2

Soft keys

Soft keys

Feature keys

| Line 1 | Line 2 | Line 3 | Line 4 | Line 5 | Line 6 |
| Line 7 | Line 8 | Line 9 | Line 10 | Line 11 | Line 12 |

In DSX-40:
Keys 1-8 are line keys.
Keys 9-24 are undefined.

In DSX-80/160:
Keys 1-12 are line keys.
Keys 13-24 are undefined.

For Attendants:
Key 24 is the
Operator Call key.

	ABC	DEF	TRANSFER	INTERCOM
1	2	3		
GHI	JKL	MNO	FLASH	V-MAIL
4	5	6		
PQRS	TUV	WXYZ	REDIAL	DND
7	8	9		
			MUTE	CONF
*	0	#		
			SPEAKER	HOLD

VOLUME
▼   ▲

Microphone

Fixed Function keys

34-Button Super Display Telephone

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Telephone Illustrations

60-Button DSS Console

Features

Introduction

How To Use This Chapter

This chapter provides detailed information on the system's features. The features in this chapter are in alphabetical order, like a dictionary, and are subdivided into headings as follows:

- **Description**
  Read *Description* to get an overview of the feature. Along with the feature's description is the *Default Setting*, which outlines how the feature works with the default (factory installed) programming. When initially installed, the system uses the default setting. For specific default settings on each programmable option, follow the cross-reference to that option.

- **Programming**
  This heading provides a handy, easy to understand, step-by-step guide to the system programming required to activate and/or customize the feature. If you need more detail about an option, follow the cross-reference to that option.

- **Related Features**
  Read *Related Features* to learn how the feature interacts with other features.

- **Operation**
  Refer to this heading for convenient, compact, yet detailed operation charts for using each feature.

Account Codes

Description

Use Account codes to categorize and/or restrict outside calls.

Account Codes are user-dialed codes that help categorize and/or restrict outside calls. Account Codes are from 2-10 digits long, using any combination of the digits 0-9. There are three types of Account Codes:

- Optional (Unforced Account Codes)
- Forced Account Codes
- Verified Account Codes

Optional (Unforced) Account Codes

Optional Account Codes allow a keyset extension user to enter an Account Code while placing an outside call or any time while on a call. This type of Account Code is optional: the system does not require the user to enter it. If the keyset user is already talking on an outside call, their conversation continues uninterrupted while they enter an Account Code.

Single line telephone users can only enter an Account Code while placing their outside call.

Forced Account Codes

Forced Account Codes <u>require</u> an extension user to enter an Account Code every time they place an outside call. If the user doesn't enter the code, the system prevents the call. The system can require Forced Account Codes for all outside calls, or just for toll calls (as determined by Toll Restriction programming). Note that Forced Account Codes do not pertain to incoming calls.

Verified Account Codes

With Verified Account Codes, the system compares the Account Code the user dials with a list of codes programmed into the Verified Account Code Table. If the Account Code is in the table, the call goes through (provided it is not prevented by an extension's Toll Restriction programming). If the code is not in the table, the system prevents the call. Verified Account Codes, if enabled, apply only to Forced Account Codes.

Using Account Codes and Speed Dial

To simplify Account Code operation, Personal and System Speed Dial bins can contain Account Codes. Keep the following in mind when using Speed Dial and Account Codes:

- The Account Code can be either the first or last entry in the bin, and must be preceded and followed by the # character. For example, the Account Code 1234 must be entered as #1234#.
- *1551-02: Allow Account Codes in Speed Dial Bins* (page 667) must be enabled in system programming:
- The Speed Dial bin can contain an Account Code followed by an outside number, or just the Account Code. The Account Code must be preceded and followed by a # entry. If the bin contains just the Account Code, the user must be sure to press the bin key before dialing the outside number.
- If the system has Verified Account Codes enabled, the Account Code entered in the Speed Dial bin must match an entry in the Verified Account Code Table.
- If the Speed Dial bin does not contain an Account Code, the user must enter the Account Code manually. If Forced Account Codes are enabled, the system <u>requires</u> the user to enter the Account Code before it outdials the stored Speed Dial number.
- An extension user can preselect a line for a Speed Dial call.

Using Account Codes with Last Number Redial and Save

Last Number Redial and Save do not store Account Codes. This means that the user must manually enter an Account Code to have it included with a call dialed using Last Number Redial and Save. If Forced Account Codes are enabled, the system <u>requires</u> the user to enter the Account Code before it outdials the stored number saved by Last Number Redial or Save.

An extension user can preselect a line for a Last Number Redial or Save call.

Account Codes and Emergency Calls

Account Codes are never enforced for emergency (911 and 1+911) calls.

DSS Console Account Code Key

A keyset user can have an Account Code key on their DSS Console. It works the same as a keyset Account Code key.

Conditions
- Do not use Account Codes that begin with 911 or 1911.

Default Setting
- Account Codes disabled.

Programming

General Account Code Programming

1.	Should users be able to store Account Codes in Speed Dial bins?

1. If yes, in *1551-02: Allow Account Codes in Speed Dial Bins* (page 667), enter **Yes**.
2. If no, in *1551-02: Allow Account Codes in Speed Dial Bins* (page 667), enter **No**.

2.	While on outside calls, should extension users be able to dial # to enter Account Codes?

1. If yes, in *1551-01: Dial # to Enter Account Codes* (page 667), enter **Yes**.
2. If no, in *1551-01: Dial # to Enter Account Codes* (page 667), enter **No**.

3.	Should Account Code entries by hidden (i.e., replaced by * characters) on each telephone's display?

1. If yes, in *1551-03: Show Account Codes on Telephone Display* (page 667), enter **Yes**.
2. If no, in *1551-03: Show Account Codes on Telephone Display* (page 667), enter **No**.

4.	Should a keyset have an Account Code key to simplify entering Account Codes?

1. If yes, in *2121-Feature Keys* (page 753), select an available key and assign it key code **26**.
2. If no, make sure the keyset has no Account Code keys (key code **26**) assigned in *2121-Feature Keys* (page 753).

5.	Should a keyset's DSS Console have an Account Code key to simplify entering Account Codes?

1. If yes, in *2401-Config (DSS Console Configuration)* (page 800), select an available key on the DSS Console and assign it key code **26**.
2. If no, make sure the DSS Console has no Account Code keys (key code **26**) assigned in *2401-Config (DSS Console Configuration)* (page 800).

Account Codes

Setting Up Forced Account Codes

1. **Should an extension have Forced Account Codes (i.e., be required to enter an Account Code while placing an outside call)?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes (enable Forced Account Codes), in *1412-04: Forced Account Codes* (page 651) for the extension's Class of Service level, enter **Yes**.
3. If no (disable Forced Account Codes), *1412-04: Forced Account Codes* (page 651) for the extension's Class of Service level, enter **No**.

2. **Should an extension have Forced Account Codes only for long distance (toll) calls?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes:
   - In *1412-06: Account Codes for Toll Calls Only* (page 651), enter **Yes**.
   - In *1551-04: Account Code Toll Restriction Level* (page 668), enter the Toll Level the system will use to differentiate toll calls from local calls.
3. If no, in *1412-06: Account Codes for Toll Calls Only* (page 651), enter **No**.

3. **Do you have specific lines that should <u>never</u> require users to enter a Forced Account Code?**

1. If yes, in *3111-01: Disable Forced Account Codes* (page 817), enter **Yes**.
2. If no, in *3111-01: Disable Forced Account Codes* (page 817), enter **No**.

Setting Up Verified Account Codes

1. **Should an extension be required to enter a Verified Account Code while placing an outside call?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes:
   - In *1412-05: Verified Account Codes* (page 651), enter **Yes**.
   - In *36xx-AC Codes (Verified Account Codes Table)* (page 854), enter codes into the Verified Account Codes Table.
   - If *1551-01: Dial # to Enter Account Codes* (page 667) is enabled (**Yes**), *do not* enter # in any of your Verified Account Codes.
3. If no, in *1412-05: Verified Account Codes* (page 651), enter **No**.

Programming Examples

1.	Forced Account Codes Require an Account Code only for 900 and 1 + 900 Long Distance Calls.

1. In *1412-04: Forced Account Codes* (page 651), enter **Yes**.

2. In *1412-06: Account Codes for Toll Calls Only* (page 651), enter **Yes**.

3. In *1551-04: Account Code Toll Restriction Level* (page 668), enter **2** (for example).

   Make the following entries for Toll Restriction Level 2.

4. In *3511-01: Active Key Pad* (page 840), enter **Yes**.
   In *3512-04: Allow N11 Dialing* (page 842), enter **Yes**.
   In *3512-01: Allow 0 + XXX Operator Assisted Dialing* (page 841), enter **Yes**.
   In *3512-03: Allow 101x Equal Access Dialing* (page 841), enter **Yes**.

5. In *352x-1010-XXX / Local XXX (Equal Access Dialing)* (page 844), make a deny table with no entries (i.e., deny nothing). This is the default setting.

6. In *353x-1+XXX / TBL-A XXX (NPA/NXX Dialing 3-Digit Table)* (page 846), make a deny table and enter **900**.

7. In *354x-1+XXX-XXX / TBL-A XXXXXXX (1 + NPA + NXX Dialing 6-Digit Table)* (page 848), make a deny table with no entries (i.e., deny nothing). This is the default entry.

8. In *355x-XXX / TBL-B-XXX (NPA/NXX Dialing 3-Digit Table)* (page 850), make a deny table and enter **900**.

9. In *356x-XXX-XXX / TBL-B XXXXXX (NPA + NXX Dialing 6-Digit Table)* (page 852), make a deny table with no entries (i.e., deny nothing). This is the default setting.

10. In *2102-01: Class of Service* (page 724), assign the Class of Service with Forced Account Codes enabled to the extension.

11. In *2102-02: Station Toll Level (Day)* (page 724) and *2102-03: Station Toll Level (Night)* (page 724), be sure the extension does not use Toll Level 2. If it does, Toll Restriction will always deny 1 + 900 and 900 calls (regardless of whether the user enters an Account Code).

With this programming, an extension user can:

1. Press a line key or dial a code for an outside line.

2. Wait for a reminder tone (3 beeps).
   - With Forced Account Codes enabled, the system automatically goes into the Account Code mode after you press a line key in step 1 above.
   - If you have an Account Code Feature Key, it flashes green.

3. If dialing a 1 + 900 or 900 call, dial the Account Code.
   If dialing any other long distance call, skip this step.

4. Press **#** (if enabled), the Account Code soft key, or an Account Code Feature Key (if programmed).

5. Dial the outside number.
   - If the user doesn't enter an Account Code for 900 or 1 + 900 calls, the system will cut off the call.
   - The system will also cut off any call not allowed by the extension's Toll Restriction programming.

Account Codes

<table>
<tr><td>2.</td><td>Forced Account Codes Allow 800 and 1 + 800 Long Distance Dialing without an Account Code.</td></tr>
</table>

1. In *1412-04: Forced Account Codes* (page 651), enter **Yes**.

2. In *1412-06: Account Codes for Toll Calls Only* (page 651), enter **Yes**.

3. In *1551-04: Account Code Toll Restriction Level* (page 668), enter **2** (for example).

<u>Make the following entries for Toll Restriction Level 2.</u>

4. In *3511-01: Active Key Pad* (page 840), enter **Yes**.
In *3512-04: Allow N11 Dialing* (page 842), enter **Yes**.
In *3512-01: Allow 0 + XXX Operator Assisted Dialing* (page 841), enter **Yes**.
In *3512-03: Allow 101x Equal Access Dialing* (page 841), enter **Yes**.

5. In *352x-1010-XXX / Local XXX (Equal Access Dialing)* (page 844), make a deny table with no entries (i.e., deny nothing). This is the default setting.

6. In *353x-1+XXX / TBL-A XXX (NPA/NXX Dialing 3-Digit Table)* (page 846), make an allow table and enter **800**.

7. In *354x-1+XXX-XXX / TBL-A XXXXXXX (1 + NPA + NXX Dialing 6-Digit Table)* (page 848), make a deny table with no entries (i.e., deny nothing). This is the default entry.

8. In *355x-XXX / TBL-B-XXX (NPA/NXX Dialing 3-Digit Table)* (page 850), make an allow table and enter **800**.

9. In *356x-XXX-XXX / TBL-B XXXXXX (NPA + NXX Dialing 6-Digit Table)* (page 852), make a deny table with no entries (i.e., deny nothing). This is the default setting.

10. In *2102-01: Class of Service* (page 724), assign the Class of Service with Forced Account Codes enabled to the extension.

With this programming, an extension user can:

1. Press a line key or dial a code for an outside line.

2. Wait for a reminder tone (3 beeps).
   - With Forced Account Codes enabled, the system automatically goes into the Account Code mode after you press a line key in step 1 above.
   - If you have an Account Code Feature Key, it flashes green.

3. <u>If dialing a 1 + 800 or 800 call</u>, skip this step.
   <u>If dialing any other long distance call</u>, dial the Account Code.

4. Press **#** (if enabled), the Account Code soft key, or an Account Code Feature Key (if programmed).

5. Dial the outside number.
   - The call will go through without an Account Code. If the user doesn't enter an Account Code for all other calls, the system will cut off the call.
   - The system will also cut off any call not allowed by the extension's Toll Restriction programming.

Features

Other Related Features

Features

Central Office Calls, Placing (page 78)
- You can use Store and Forward with Forced Account Codes.

Last Number Redial (page 219) and *Save Number Dialed* (page 298)
- Last Number Redial and Save do not store Account Codes. This means that the user must manually enter an Account Code to have it included with a call redialed using Last Number Redial and Save.

Speed Dial (page 315)
- An extension user can store an Account Code in a Speed Dial bin. See *Using Account Codes and Speed Dial* (page 14) for more.

Station Message Detail Recording (page 328)
- Account Codes print on the SMDR report.

Voice Mail (page 372)
- Voice mail callout features (such as Message Notification) may interact with Account Codes if the callout number contains # characters.

IntraMail Features

None

Operation

Optional (Unforced) Account Codes [Super Display Soft Key] - [Keyset Soft Key]		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
• For keysets, Optional Account Codes apply to both incoming and outgoing calls. For outgoing calls, you can enter the Account Code before or after dialing the outside number. • For Single Line sets, Optional Account Codes apply only to outgoing calls. You must enter the Account Code after getting dial tone on the line but before dialing the outside number.		
To enter an Optional (Unforced) Account Code:		
1.	Place or Answer outside call.	
2.	**[Acct Code]** **[Acct]**	Press Account Code soft key. • You can optionally press an Account Code Feature Key or dial # (if enabled).
3.	When you see **Enter Account Code**, enter Account Code. • An Account Code can be up to 10 digits long, using the digits 0-9.	
4.	**[Acct Code]** **[Acct]**	Press Account Code soft key. • You can optionally press an Account Code Feature Key or dial # (if enabled).
5.	For outside calls only:	
	a.	Dial your outside number. • Toll Restriction may still prevent you from dialing certain outside numbers.

Account Codes

Forced Account Codes [Super Display Soft Key] - [Keyset Soft Key]		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
• *Forced Account Codes may prevent Speed Dial from dialing 911 emergency services.* • Forced Account Codes do not apply to incoming calls.		
To enter a Forced Account Code:		
1.	Access a line for an outgoing call. • You hear three beeps.	
2.	When you see **Enter Account Code**, enter Account Code. • An Account Code can be up to 10 digits long, using the digits 0-9. • If your system has Verified Account Codes enabled, you <u>must</u> enter one from the Verified Account Codes Table. If you enter an invalid Verified Account Code, your call will be cut off in the next step. • Skip this step to bypass Account Code entry (for example, when dialing a local call and your system requires Account Codes only for toll calls).	
3.	**[Acct Code]** **[Acct]**	Press Account Code soft key. • You can optionally press an Account Code Feature Key or dial # (if enabled).
4.	Dial your outside number. • Toll Restriction may still prevent you from dialing certain outside numbers.	

Description

The Alphanumeric Display messages help the display telephone user process calls, identify callers and customize features.

The 22- and 34-Button Display Telephones have a three-line, 24-character per line alphanumeric display. The first line displays the date and time (while idle) and feature status messages. The second line is used extensively by IntraMail. The third line displays the Soft Key definitions.

The 34-Button Super Display Telephone has a nine-line, 24-character per line alphanumeric display. The first line displays the date and time (while idle) and feature status messages, just like the 22- and 34-Button Display Telephones. The second line is used extensively by IntraMail. Lines 4-9 are the comprehensive Super Display Telephone soft key definitions.

❧ To learn more about the display telephones:
- see *22-Button Display Telephone* on page 9
- see *34-Button Display Telephone* on page 10
- see *34-Button Super Display Telephone* on page 11

❧ To learn more about the Soft Keys, see *Interactive Soft Keys* on page 210.

Conditions
• None

Default Setting
• Enabled for all display telephones.

Programming

None

Other Related Features

Features

Interactive Soft Keys (page 210)
> The interactive Soft keys provide users with intuitive access to the telephone's features.

Volume, Brightness, and Contrast Controls (page 388)
> While a feature is active, pressing a **VOLUME** key adjusts the volume of the active feature. While the telephone is idle, pressing a **VOLUME** key adjusts the display contrast. Turn to this feature for additional volume, brightness, and contrast controls.

IntraMail Features

None

Operation

Refer to the individual features for feature operation.

Attendant Call Queuing

Description

Attendant Call Queuing helps minimize call congestion in systems that use the attendant as the overflow destination for unanswered calls.

An unlimited number of callers can queue for the attendant. The callers hear ringback while they wait for the attendant to answer — not busy tone. If you have the attendant as the overflow destination for Direct Inward Lines, for example, unanswered DILs will "stack up" at the attendant until they are answered.

Operator Call Key

The last Feature Key on an attendant telephone is permanently assigned as an Operator Call key. When the operator has Intercom calls waiting to be answered, the calls queue under this key. The key winks (on) when calls are queued.

The Operator Call key is a permanent assignment for all extensions assigned as operators. You cannot change this assignment. Attendant Call Queuing is a permanent, non-programmable feature.

Conditions
• None

Default Setting
• No operators assigned by default. Once assigned, key 12 (on 22-button) or key 24 (on 34-button) is an Operator Call Key.

Programming

See *Attendant Position* (page 24) for required attendant programming.

Other Related Features

Features

Attendant Position (page 24)
> Assign system attendants.

Call Coverage Keys (page 40)
> A Call Coverage Key will not pick up a call ringing the attendant's Operator Call Key.

Off-Hook Signaling (page 255)
> The Operator Call Key does not activate off-hook signaling.

Ringing Line Preference (page 295)
> Ringing Line Preference will not answer a call ringing the Operator Call Key.

Voice Mail (page 372)
• Automated Attendant Screened (STRF) Transfers flash the Operator Call key and the Ring Indicator lamp. The call does not flash a line/loop key. (Note that Ringing Line Preference will not pick up a call ringing the attendant's Operator Call key.)
• Automated Attendant Unscreened (UTRF) Transfers flash the line's line/loop key and the Ring Indicator lamp.

IntraMail Features

None

Operation

Attendant Call Queuing [Super Display Soft Key] - [Keyset Soft Key]	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To answer a call flashing the Operator Call Key:	
1. Press the flashing Operator Call key.	

Attendant Position

Description

> **The attendant is the system's call processing focal point.**

The attendant is the focal point for call processing within the system. The system can have up to four attendants. In addition to the features of a standard keyset, the attendant also has the following unique capabilities (refer to the respective feature for details):

- *Attendant Call Queuing* (page 22)
  Incoming Intercom calls from co-workers queue for the attendant. The callers never hear busy tone.
- *Barge In (Intrusion)* (page 36)
  The attendant can break into another extension user's established call. This option is enabled in the attendant's Class of Service (COS 1).
- *Direct Line Access* (page 115)
  Direct Line Access lets the attendant user dial a code to access an individual line. This option is enabled in the attendant's Class of Service (COS 1).
- *Forced Line Disconnect* (page 182)
  In an emergency, the attendant can release (disconnect) another user's active outside call. This option is enabled in the attendant's Class of Service (COS 1).
- *Line Queuing / Line Callback* (page 230)
  The attendant can Camp-On (queue) for a busy line. This option is enabled in the attendant's Class of Service (COS 1).
- *Night Service / Night Ring* (page 252)
  An attendant with a *System* Night key can put the system in the night mode. This option is enabled in the attendant's Class of Service (COS 1).
- *Removing Lines and Extensions from Service* (page 287)
  The attendant can remove problem lines from service — then return them to service once the problem is corrected. This option is enabled because the attendant has Direct Line Access enabled in their Class of Service (COS 1).

The attendant should use a 34-Button Display or 34-Button Super Display Telephone. In addition, most attendants should find a DSS Console helpful when processing calls.

Conditions
- Ringing Line Preference will not pick up a call ringing the attendant's Operator Call key.
- System operators will not ring for Ring Group calls.

Default Setting
- No attendants assigned.

Programming

1.	**For best performance, install a 34-Button Display or 34-Button Super Display telephone for the attendant.**

1. A DSS Console will also help the attendant process calls more quickly.

2.	**Set up the system attendants (operators).**

1. For a single operator:
   - In *1501-01: Number of Operators* (page 652), enter **1**.
   - In *1502-01: Operator Number 1* (page 653), enter the extension number for operator 1.
     - If you omit this step, by default users can dial 0 for extension 300 bit it won't be an operator.
   - In *2114-03: Station's Operator Extension Number* (page 744), for each extension enter operator 1's extension number.
2. For multiple operators:
   - In *1501-01: Number of Operators* (page 652), enter the number of operators you need (**2-4**).
   - In *1502-01: Operator Number 1* (page 653), enter the extension number for operator 1.
   - In *1502-02: Operator Number 2* (page 653), enter the extension number for operator 2.
   - In *1502-03: Operator Number 3* (page 653), enter the extension number for operator 3.
   - In *1502-04: Operator Number 4* (page 654), enter the extension number for operator 4.
   - In *2114-03: Station's Operator Extension Number* (page 744), assign an operator to each extension.
3. For no operators:
   - In *1501-01: Number of Operators* (page 652), enter **0**.
   - In *2114-03: Station's Operator Extension Number* (page 744), remove the assignment for each extension.

3.	**While busy on a call, should the attendant get Off-Hook Signaling audible notification of incoming calls?**

1. If yes:
   - In *2116-03: Off Hook Signaling for Incoming Outside Calls* (page 750), for the attendant's extension enter **1** for Camp-On or **2** for Off-Hook Ringing.
2. If no:
   - In *2116-03: Off Hook Signaling for Incoming Outside Calls* (page 750), for the attendant's extension enter **0**.

4.	**Should 0 (or 01-04 in multiple-operator systems) be the digit users dial to reach their operator?**

1. If yes, leave the following at their factory default values:
   - In *1301-[01-10]: Function Type* (page 620), digit 0 = **1** (Operator).
   - In *1301-[01-10]: Expected Number of Digits* (page 620), digit 0 = **2**.
2. If no:
   - In *1301-[01-10]: Function Type* (page 620), assign the new digit Function Type **1** (Operator).
   - In *1301-[01-10]: Expected Number of Digits* (page 620), for the new digit enter **2**.

Features

Attendant Position

Other Related Features

Features

Barge In (Intrusion) (page 36)
> Since the attendant is never busy, Intercom callers cannot Barge In on an attendant.

Call Coverage Keys (page 40)
> A Call Coverage Key will not pick up a call ringing the attendant's Operator Call Key.

Call Waiting / Camp-On (page 58)
> Since the attendant is never busy, Intercom callers cannot Camp-On to an attendant.

Callback (page 61)
> Since the attendant is never busy, Intercom callers cannot leave a Callback for an attendant.

Class of Service (page 88)
> By default, the system assigns Class of Service 1 to the attendant. This provides the attendant with Barge In, Call Forwarding Off Premises, Direct Line Access, Forced Line Disconnect, Night Service, and Line Queuing (Camp-On) capability.

Do Not Disturb (page 143)
> The attendant can have Do Not Disturb. In addition, pressing DND at the attendant activates the night mode for any lines directly terminated to the attendant.

Door Box (page 147)
> An operator can monitor a Door Box by having a Call Coverage key to monitor ringing and a Hotline key to call the Door Box.

Feature Keys (page 169)
> If an operator is reassigned (i.e., moved from 300 to 301), only the Operator Call key will automatically follow the new assignment. All other Feature Keys must be reprogrammed for the new operator.

Group Ring (page 189)
> System operators will not ring for Ring Group calls.

Intercom (page 211)
> Designate each extension's operator.

Monitor / Silent Monitor (page 243)
> Since the attendant is never busy, Intercom callers cannot Monitor an attendant.

Privacy (page 277)
> Since the attendant is never busy for Intercom calls, the attendant always has Privacy enabled.

Removing Lines and Extensions from Service (page 287)
> Normally, the attendant should be able to remove extensions and lines from service.

Voice Mail (page 372)
> - STRF transfers to the attendant from the voice mail Automated Attendant flash the Operator Call key and the Ring Indicator lamp. The call does not flash a line/loop key. (Note that Ringing Line Preference will not pick up a call ringing the attendant's Operator Call key.)
> - UTRF transfers to the attendant from the voice mail Automated Attendant flash the line's line/loop key and the Ring Indicator lamp.

Voice Over (page 385)
> An operator cannot receive a Voice Over from a co-worker since their extension is never busy to Intercom callers.

IntraMail Features

None

Operation

Attendant Position [Super Display Soft Key] - [Keyset Soft Key]	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To call the attendant:	
1. Press **INTERCOM**. • You hear dial tone.	
2. Dial **0**. • You hear two beeps. • This calls the attendant assigned to your extension. If your system has multiple attendants, you can reach them by dialing 01-04. • In a multiple attendant system, you can dial 0 and wait on the line to automatically call operator 1.	

Features

Auto Redial

Description

Instead of redialing, have Auto Redial periodically retry a busy outside number.

Auto Redial periodically redials a busy outside number. If a keyset user places an outside call and the call recipient is busy, the user can press a soft key to enable Auto Redial. The keyset user doesn't have to retry the number, hoping it will go through.

Auto Redial will periodically retry the number up to 15 times. Auto Redial cancels when the called party rings or answers, or when the extension:

❥ Places or answers another outside call.

❥ Receives an Intercom voice announcement or answers an Intercom call by lifting the handset or pressing **SPEAKER**.

❥ Presses **SPEAKER** to cancel Auto Redial.

❥ Presses any other fixed feature key except **MIC**.

❥ Lifts and replaces the handset.

❥ Presses the **CANCEL** soft key (Super Display only).

For your reference, the following table shows the standard call progress tones.

Call Progress Tones		
Description	**Frequencies**	**Rate**
Dial tone	350 Hz + 440 Hz	Steady
Reorder (Fast Busy) tone	480 Hz + 620 Hz	250 mS on, 250 mS off (± 25 mS)
Busy tone	480 Hz + 620 Hz	500 mS on, 500 mS off (± 50 mS)
Audible ring tone (ring-back)	440 Hz + 880 Hz	800mS to 1.2 sec on, 2.7 sec to 3.3 sec off
Stutter dial tone	350 Hz + 440 Hz	800 mS to 1.2 sec on, 800mS to 1.2 sec off

Conditions
• None

Default Setting
• Enabled

Programming

1.	**Is the interval between Auto Redial callout attempts correctly set?**

1. If yes, leave *1602-06: Repeat Redial Timer* (page 673) at its current setting.
2. If no, change *1602-06: Repeat Redial Timer* (page 673) to meet the site requirements.

2.	**Is the system waiting an adequate time for busy tone when handling an Auto Redial?**

1. If yes, leave *1602-07: Repeat Redial Busy Timer* (page 673) at its current setting.
2. If no, change *1602-07: Repeat Redial Busy Timer* (page 673) to meet the site requirements.

Other Related Features

Features

Last Number Redial (page 219)
Last Number Redial allows an extension user to quickly redial the last outside number dialed.

IntraMail Features

None

Operation

Auto Redial [Super Display Soft Key] - [Keyset Soft Key]		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To enable Auto Redial:		
1.	Place an outside call and receive busy tone.	
2.	**[Auto Redial]** **[Alnd]**	Press to enable Auto Redial. • The system enables Auto Redial for the last outside call you dialed.
	You see: **WAITING (30 SEC)** **AUTO REDIAL 1 OF 15**	The display shows the interval between callout attempts (e.g., 30 seconds), as well as how many times redial has occurred (e.g., 1 of 15). • **SPEAKER** winks when your telephone has Auto Redial enabled.
3.	The system periodically redials the call, up to 15 times.	
		Auto Redial cancels when you: • Place or answer another outside call. • Receive an Intercom voice announcement or answer an Intercom call by lifting the handset or pressing **SPEAKER**. • Press **SPEAKER** to cancel Auto Redial. • Lift and replace the handset. • Press the **CANCEL** soft key (Super Display only).
		If a Caller ID call rings while Auto Redial is enabled, your display will show the number and optional name of the incoming caller. However, the ringing does not cancel Auto Redial. In addition, the Auto Redial display will be restored after the Caller ID call stops ringing.

Features

Automatic Handsfree

Description

Automatic Handsfree is a convenience for workers who don't have a free hand to answer a call or use a feature.

Automatic Handsfree allows a keyset user to place or answer a call Handsfree by just pressing a key — without lifting the handset or pressing **SPEAKER** first. If enabled, the system provides Automatic Handsfree for:

- Call Coverage keys
- Central Office Calls (line and loop calls)
- Group Call Pickup keys
- Hotline Keys
- Intercom (**INTERCOM** key)
- Last Number Redial (**REDIAL** key)
- Paging keys
- Park keys
- Personal Speed Dial bin keys
- Personal and System Speed Dial Feature Keys

The system always provides Automatic Handsfree for:

- Dial Number Preview
- Directory Dialing

Conditions
- None

Default Setting
- Enabled

Programming

1.	Enable or disable Automatic Handsfree system-wide.

1. To enable, in *1512-01: Automatic Handsfree* (page 657) enter **Yes**.
2. To disable, in *1512-01: Automatic Handsfree* (page 657) enter **No**.

2.	If enabled system-wide, enable or disable Automatic Handsfree for an extension.

1. To enable, in *2112-01: Automatic Handsfree* (page 735) enter **Yes**.
2. To disable, in *2112-01: Automatic Handsfree* (page 735) enter **No**.

Other Related Features

Features

Central Office Calls, Placing (page 78)

With Automatic Handsfree, an extension user can press a line key to place an outside call without first lifting the handset or pressing **SPEAKER**. Users without Automatic Handsfree can preselect a line key before lifting the handset or pressing **SPEAKER**.

Handsfree and Handsfree Answerback (page 195)

Process calls using the speaker and microphone in the telephone (instead of the handset).

Headset Compatibility (page 198)

While in the headset mode, Automatic Handsfree simplifies answering outside calls.

Line Keys (page 227)

Automatic Handsfree allows the keyset user to answer a call ringing a line key without lifting the handset; they just press the line key instead.

Loop Keys (page 233)

Automatic Handsfree allows the keyset user to answer a call ringing a loop key without lifting the handset; they just press the loop key instead.

IntraMail Features

None

Operation

If enabled, Automatic Handsfree operation is automatic when you press the key.

Description

Turn to *Ringdown Extension* (page 293).

Description

The system automatically installs PCBs when you power up the system.

Automatic Slot Configuration automatically sets up station and line PCBs when you initially power up the system. This simplifies installation because you don't have to use system programming to activate station and line PCBs after you plug them in.

Here's how Automatic Slot Configuration works:

1. With power off, install your station and line PCBs.
2. With the system powered down, install the station and line PCBs from left to right in the order you want your extension and line numbers set up.
   - Be sure to install a 16ESIU PCB in the first slot (CN1).
   - You don't have to group your station and line PCBs together, although it may be more convenient to do so.
3. Power up the system.
4. On power up, the system scans the PCBs from left to right and sets up the extension and line numbering as follows.
   - Extension numbers will begin with 300 in the first slot and increment from left to right.
   - Line numbers will begin with 101 (starting from the first installed line PCB) and will also increment from left to right.

System reset does not cause reconfiguration. Automatic Slot Configuration is temporarily disabled during a system reset.

Programming

1.   Optionally reconfigure station PCBs after the initial installation.

1. Use *120x-Stations* (page 611) to reconfigure your station PCBs.

2.   Optionally reconfigure line PCBs after the initial installation.

1. Use *121x-Lines* (page 614) to reconfigure your line PCBs.

Other Related Features

None

Operation

N/A

Background Music

Description

Broadcast music through the telephone speaker for a more pleasing work environment.

Background Music (BGM) sends music from a customer-provided music source to speakers in keysets. If an extension user activates it, BGM plays whenever the extension is idle. Incoming calls and Paging announcements temporarily override (turn off) Background Music. Background Music requires a customer-provided external music source connected to one of two audio input minijacks.

❧ In DSX-40, the audio input minijacks are located on the equipment cabinet.

❧ In DSX-80/160, the audio input minijacks are located on the CPU PCB.

The external music source you connect to the audio input minijacks is typically a CD player or FM receiver. The source, which you can also use for Music on Hold, must be compatible with the following specifications:

Music Source Specifications	
Input Impedance	10K Ohms
Relative Input Level	+18 dBr (+/- dBr) at 1.0 kHz

For more on connecting a customer-provided music source, refer to the system's Hardware Manual.

Note:

In accordance with U.S. copyright law, a license may be required from the American Society of Composers, Authors and Publishers (ASCAP) or other similar organizations, if radio, television broadcasts or music other than material not in the public domain are transmitted through the Music on Hold feature of telecommunications systems. NEC Unified Solutions, Inc. hereby disclaims any liability arising out of the failure to obtain such a license.

Conditions
• None

Default Setting
• Enabled system-wide and at each extension.

Programming

1.	**Enable or disable Background Music system-wide.**

1. To enable, in *1521-03: Background Music Source* (page 659) specify the BGM source (**1** for audio input 1 or **2** for audio input 2).
2. To disable, in *1521-03: Background Music Source* (page 659) enter **0**.

2.	**If enabled system-wide, enable or disable Background Music for an extension.**

1. To enable, in *2111-02: Allow Background Music* (page 731) enter **Yes**.
2. To disable, in *2111-02: Allow Background Music* (page 731) enter **No**.

Other Related Features

Features

Do Not Disturb (page 143)
> DND does not affect the operation of Background Music.

Headset Compatibility (page 198)
> Background Music plays in the headset when the extension is in the headset mode.

Music on Hold (page 246)
> Background Music and Music on Hold share the same music source.

Paging (page 259)
> Background Music can broadcast over the External Paging speakers.

Single Line Telephones (page 305)
> Background Music is not available to single line telephones.

IntraMail Features

> None

Operation

Background Music [Super Display Soft Key] - [Keyset Soft Key]	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To turn Background Music on and off:	
1. Do not lift the handset or press **SPEAKER**.	
2. Press **HOLD**.	

Barge In (Intrusion)

Description

In an emergency, use Barge In to get through to a co-worker right away.

Barge In permits an extension user to break into another extension user's established call. This sets up a three-way conversation between the intruding extension and the two parties on the initial call. The user can Barge In on an Intercom call or outside call.

> **CAUTION**
>
> Unauthorized intrusion on calls using this feature may be interpreted as an invasion of privacy.

Conditions
- Barge In uses a system Conference circuit. See *Conference* (page 89) for more.

Default Setting
- Disabled

Programming

1. **Enable or disable an extension's ability to Barge In on a co-worker's call.**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. To enable, in *1402-02: Barge In (Intrusion)* (page 633) enter **Yes**.
3. To disable, in *1402-02: Barge In (Intrusion)* (page 633) enter **No**.

2. **Should the called extension be able to block Barge In attempts?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. To block Barge In attempts, in *1401-03: Privacy* (page 628) enter **Yes**.
3. To allow Barge In attempts, in *1401-03: Privacy* (page 628) enter **No**.

Other Related Features

Features
Attendant Position (page 24)
　　Since the attendant is never busy, Intercom callers cannot Barge In on an attendant.
Conference (page 89)
　　An extension user can Barge In on a Conference.
Forced Line Disconnect (page 182)
　　As an alternative to Barging In, disconnect the line instead.
Privacy (page 277)
　　Privacy blocks Barge In attempts.

IntraMail Features
None

Operation

	Barge In (Intrusion) [Super Display Soft Key] - [Keyset Soft Key]	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Barge In on a call:		
1.	Place one of the following types of call: • Call busy extension. • Press line key for busy line. • Press **INTERCOM** and dial **101** for busy line (i.e., using Direct Line Access). • Press **INTERCOM** and dial **#901** for busy line (i.e., using Line Dial-up). • Press **INTERCOM** and dial Line Group access code (e.g., 9).	
2.	**[Barge In]** **[MORE + Barg}**	Press to Barge In. • Alternately dial **4**. • You hear two beeps.
3.	Join the conversation in progress.	

Battery Backup

Description

The system provides permanent backup of system memory.

In the event of commercial AC power failure, the NAND Flash memory on the CPU PCB permanently maintains the site database. Additionally, an internal battery on the CPU provides short-term backup of the system date and time (Real Time Clock) and certain station parameters (such as the Caller ID log). The battery will hold the Real Time Clock and station parameters for up to 10-14 days. When commercial AC power is restored, the system restarts with all programming and the time and date intact.

Additional Battery Backup capability can be provided by a customer-supplied Uninterruptable Power Supply (UPS). The length of time the UPS will power the system when power fails depends on the capacity of the UPS unit. Consult with the UPS manufacturer for the specifics. Refer to the *Hardware Manual* for additional details.

Conditions
- None

Default Setting
- None

Programming

None

Other Related Features

Features

When commercial AC power fails, the system does not back up the status of the following:
- Call Forwarding
- Call Waiting / Camp-On
- Do Not Disturb
- Line Queuing
- Message Waiting
- Microphone Mute

Time and Date (page 349)
> The system's internal battery backs up the CPU Real Time Clock for 10-14 days.

IntraMail Features

None

Operation

If the system is properly installed, Battery Backup is automatic during AC power failures and brownouts.

Description

Turn to *Volume, Brightness, and Contrast Controls* (page 388).

Call Coverage Keys

Description

Call Coverage keys allow an extension user to cover a co-worker's calls from their own telephone.

A keyset can have Call Coverage Keys for a co-worker's extensions, Ring Group master numbers and UCD Group master numbers. The Call Coverage Key lights when the co-worker's extension is busy, flashes slowly when the co-worker has an incoming call, and flashes fast when the co-worker is in Do Not Disturb. The Call Coverage Key can ring immediately when a call comes into the covered extension, ring after a delay or not ring at all. In addition, the keyset user can press the Call Coverage Key to intercept their co-worker's incoming call. They can also go off hook and press the Call Coverage key to call the covered extension. An extension can have as many Call Coverage Keys as they have available Feature Keys on their telephone.

Call Coverage Key Busy Lamp Indications	
When the key is:	**The covered extension is:**
Off	Idle or not installed
On	Busy
Slow Flash	Ringing
Medium Flash	Covered extension is in DND for outside calls (option 1).
Fast Flash	Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).

Call Coverage Keys *will* intercept the following types of calls:

- ❥ Key Ring Calls
- ❥ Ringing Intercom calls
- ❥ Calls to a UCD Group master number
- ❥ Calls ringing a Group Ring master number
- ❥ Transferred calls

Call Coverage Keys *will not* intercept a call ringing the attendant's Operator Call Key.

Call Coverage Guard Timer

The 4 second Call Coverage Guard Timer helps extensions that have the same Call Coverage key assignments. As soon as an extension user presses their Call Coverage key to answer a call, the key becomes unavailable for 4 seconds to all other extensions with that same key. (Users will hear reorder tone if they press their key before the 4 seconds expire.) This helps prevent users from inadvertently placing a call to the covered destination.

Conditions
- None

Default Setting
- No Call Coverage Keys assigned.
- The Call Coverage Delay Ring timer is 10 seconds.

Programming

1.	**Setting up Call Coverage keys on a keyset.**

1. In *2121-[01 to 24]: Feature Key Codes* (page 758):
- For an Immediate Ring Call Coverage key, assign key code 06.
- For a No Ring (Lamp Only) Call Coverage key, assign key code 07.
- For a Delay Ring Call Coverage key, assign key code 08.

2. In *2121-[01 to 24]: Feature Key Data* (page 758), enter the destination the key will cover:
- Extension number
- Ring Group master number
- UCD Group master number

2.	**Setting up Call Coverage keys on a DSS Console.**

1. In *2402-[01-60]: DSS Console Key Codes* (page 801):
- For an Immediate Ring Call Coverage key, assign key code 06.
- For a No Ring (Lamp Only) Call Coverage key, assign key code 07.
- For a Delay Ring Call Coverage key, assign key code 08.

2. In *2402-[01-60]: DSS Console Key Data* (page 801), enter the destination the key will cover:
- Extension number
- Ring Group master number
- UCD Group master number

3.	**For Delay Ring Call Coverage keys (if any), set the delay ring interval.**

1. In *1604-02: Call Coverage Delay Ring Timer* (page 678), set the timer to meet the site requirements.

Features

Call Coverage Keys

Other Related Features

Features

Direct Station Selection (DSS) Console (page 120)
   DSS Consoles can have Call Coverage keys.

Distinctive Ringing (page 135)
   By using Key Ring Override, Distinctive Ringing allows an extension user to set up unique ringing for their Call Coverage keys.

Door Box (page 147)
   If you enter Door Chime type 0 (normal ring) above, you can set up Call Coverage keys for the Door Box Ring Group. This allows extensions that are not members of the Ring Group to answer Door Box calls. Extensions with Call Coverage keys to the Door Box Ring Group can also activate the relay.

Extension Hunting (page 154)
   A keyset can have Call Coverage keys for UCD Group master numbers. The group can be a normal UCD Group or a "dummy" group with no members.

Group Ring (page 189)
   A keyset can have Call Coverage keys for Ring Group master numbers.

Hotline (page 207)
   Hotline keys provide many of the features available with Call Coverage keys.

Intercom (page 211)
   A user can press a Call Coverage Key as an alternative to dialing Intercom numbers.

Key Ring (page 214)
   Call Coverage will pick up Key Ring calls.

Transfer (page 358)
   An extension user can use a Call Coverage key to Transfer a call to the covered extension.

User Programmable Features (page 368)
   An extension user can use the User Programmable Features to set up their own Call Coverage keys.

Voice Mail (page 372)
   Pressing **TRANSFER** + Call Coverage key can Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).

Voice Over (page 385)
   After calling a co-worker by pressing their Call Coverage key, and extension user can dial 9 to leave a Voice Over (if enabled in programming).

IntraMail Features

None

Operation

Answering Call Coverage Keys [Super Display Soft Key] - [Keyset Soft Key]	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To answer a call ringing or flashing a Call Coverage key:	
1. Press the flashing Call Coverage key.	

Using Call Coverage Keys to Place Calls [Super Display Soft Key] - [Keyset Soft Key]	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place a call from an idle Call Coverage key to the covered extension:	
1. Press the Call Coverage key. • You hear two beeps or Intercom ringing.	
2. Speak with the co-worker at the covered extension. • The Call Coverage key lights green while you are connected.	

Using Call Coverage Keys to Transfer Calls [Super Display Soft Key] - [Keyset Soft Key]	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Transfer your call using a Call Coverage key:	
1. Do not hang up.	
2. Press **TRANSFER**.	
3. Press your Call Coverage key.	
4. Do one of the following.	

	a.	Announce the call to make a Screened Transfer. • Hang up if your co-worker accepts the call.
	b.	Hang up to send the call through as an Unscreened Transfer.
	c.	Press the flashing line key to return to the call if your co-worker doesn't want it.

5.	When you Transfer a call, it will recall to you if it is unanswered at the destination. If you don't answer the recall, it diverts to Key Ring.

User Programmable Feature

Setting Call Coverage Key Ringing			
Feature	**Mnemonic**	**Operation**	**Access Level**
Feature Key Ringing	**#RA (#72)**	**#RAC** + Call Coverage key repeatedly to select ringing mode + **SPEAKER** to exit. • Call Coverage keys flash as follows: - Lamp only = On red - Immediate ring = On green - Delay ring = Fast flash green.	2-5

Features

Call Forwarding

Description

Call Forwarding ensures that the user's calls are covered when they are away from their work area.

Call Forwarding permits an extension user to redirect their call to another extension. The types of Call Forwarding are:

- **Call Forwarding when Not Answered**
  Calls ringing the extension forward when not answered.
- **Call Forwarding when Busy or Not Answered**
  Calls ringing the extension forward when not answered, and all calls forward while the extension is busy.
- **Call Forwarding Immediate**
  All calls to the extension forward immediately.

You can set up Call Forwarding to reroute all calls or just outside calls. If an extension with forwarding set for outside calls only receives a screened Transfer, the initial voice-announcement broadcasts at the extension. When the caller hangs up to complete the transfer, the outside call forwards as programmed.

Call Forwarding Chaining

Extension user's can chain Call Forwards. For example, extension 301 can forward all calls immediately to 304, which in turn can forward all calls immediately to extension 302. Any co-worker calling 301 or 304 goes to 302 instead. If extension 302 is Call Forwarded to voice mail, callers to 301 or 304 go directly to 302's mailbox.

Call Forwarding Cancel

Call Forwarding cancel allows a keyset user to dial a code to simultaneously cancel all Call Forwarding system-wide. The extension must have access level 4 or 5 set up in *2102-04: User Programming Access Level* (page 725).

Call Forwarding Key

A keyset user can have a key on their telephone or DSS Console assigned as a Call Forwarding key.

- *While the extension is idle*, pressing the key puts the extension in the Call Forwarding programming mode - the same as pressing **INTERCOM** and dialing ***3**.
  - If the extension has Call Forwarding enabled, and the user presses the key and waits (for at least 6 seconds), Call Forwarding is automatically cancelled.
  - If the extension has Call Forwarding disabled, and the user presses the key and waits (for at least 6 seconds), the prior Call Forwarding mode is automatically enabled (if any).
- *While the extension is busy*, pressing the key switches Call Forwarding on and off.

Call Forwarding Key BLF	
This flash rate:	**Means:**
Off	Call Forwarding is disabled.
Fast flash	The extension is in the Call Forwarding programming mode.
Slow flash	Call Forwarding is enabled at the extension.

Call Forwarding Toggle in a Personal Speed Dial Bin

If an extension doesn't have an available Feature Key for a Call Forwarding key, the user can program a Personal Speed Dial bin for similar operation (without the BLF). To do this:

- ❧ While on hook, dial **#77**.
- ❧ Press the key for the Personal Speed Dial bin you want to program + **HOLD**.
- ❧ For **LINE/GRP/ICM**, press **INTERCOM** + **HOLD**.
- ❧ For **NUM**, dial ***3** + **HOLD**.
- ❧ For **NA**, enter a name of your choosing + **HOLD**.
- ❧ Press **SPEAKER** to exit.

While the extension is idle, pressing the bin key puts the extension in the Call Forwarding programming mode - the same as pressing **INTERCOM** and dialing ***3**.

- ❧ If the extension has Call Forwarding enabled, and the user presses the bin key and waits (for at least 6 seconds), Call Forwarding is automatically cancelled.
- ❧ If the extension has Call Forwarding disabled, and the user presses the bin key and waits (for at least 6 seconds), the prior Call Forwarding mode is automatically enabled (if any).

Call Forwarding Confirmation Tone

Keyset users will hear a single confirmation beep after enabling or cancelling Call Forwarding. Single line telephone users will hear Intercom dial tone after enabling or cancelling Call Forwarding.

Call Forwarding

Call Forwarding Timers

The following diagrams show how the system implements various timers when handling forwarded calls. Refer to the programming for each individual timer for more information.

Transferred Outside Call to Forwarded Extension

Extension A transfers line to extension B, which is forwarded Busy/No Answer (type 2) to extension C.

1603-01: Transfer Recall Timer (page 675)

The line rings extension B for the Transfer Recall time. See *Transfer* (page 358) for more.

1601-03: Call Forward No Answer Timer (page 670)

If unanswered, the call then rings extension C (the forward destination) for the Call Forward Ring No Answer time.

1601-03: Call Forward No Answer Timer (page 670)

If still unanswered, the call rings the extension that initially transferred the call (A) for the Call Forward Ring No Answer time.

If still unanswered, call diverts to Key Ring.

DIL (no overflow) to Forwarded Extension

DIL (with no overflow) rings programmed destination, which is forwarded Busy/No Answer (type 2) to a co-worker.

1601-02: DIL No Answer Timer (page 669)

DIL rings programmed DIL destination for the DIL No Answer time.

1601-02: DIL No Answer Timer (page 669)

If unanswered, the call rings the extension to which it is call forwarded for the DIL No Answer time.

If still unanswered, call diverts to Key Ring.

DIL (with overflow) to Forwarded Extension

DIL (with overflow) rings programmed destination, which is forwarded Busy/No Answer (type 2) to a co-worker.

1601-02: DIL No Answer Timer
(page 669)

DIL rings programmed DIL destination for the DIL No Answer time.

1601-02: DIL No Answer Timer
(page 669)

If unanswered, the call rings the extension to which it is forwarded for the DIL No Answer time.

1601-02: DIL No Answer Timer
(page 669)

If unanswered, the DIL rings the programmed overflow destination for the DIL No Answer time.

If still unanswered, call diverts to Key Ring.

Outside Call on Hold at Forwarded Extension

Extension forwarded to co-worker using Busy/No Answer (type 2) to a co-worker puts outside call on Hold.

1603-02: Hold Recall Timer
(page 675)

If not picked up, outside call recalls the extension that put it on Hold after the Hold Recall time.

1601-01: Line No Answer Timer
(page 669)

The call then rings the extension that put it on Hold for the Line Revert time.

If still unanswered, call diverts to Key Ring.

<u>Conditions</u>
- An extension's Call Forwarding is reinstated after a power down or system reset. For example, an extension with calls forwarded immediately to voice mail will still be forwarded to voice mail after the system resets or is powered down and then powered back up.
- The display **CFWD Not Allowed** indicates that an Call Forwarding is denied because it would set up an illegal Call Forwarding loop. For example, if extension 305 if forwarded to 301, and 301 attempts to forward to 305, the user at 305 would see the display **CFWD Not Allowed**.

<u>Default Setting</u>
- Enabled

Call Forwarding

Programming

1.	Should an extension be able to use Call Forwarding?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1406-02: Internal Call Forwarding* (page 643) enter **Yes**.
3. If no, in *1406-02: Internal Call Forwarding* (page 643) enter **No**.

2.	If an extension has Ring No Answer forwarding enabled, do calls route to the forwarding destination after the correct interval?

1. In yes, leave *1601-03: Call Forward No Answer Timer* (page 670) at its current setting.
2. If no, change *1601-03: Call Forward No Answer Timer* (page 670) to meet the site requirements.

3.	Should extension be allowed to use Call Forwarding Cancel?

1. If yes, in *2102-04: User Programming Access Level* (page 725), assign access level **4** or **5**.
2. If no, in *2102-04: User Programming Access Level* (page 725), assign access level **0**-**3**.

4.	Should extension have a Call Forwarding key?

1. In *2121-[01 to 24]: Feature Key Codes* (page 758), assign key code 27 to an available Feature Key.

5.	Should extension's DSS Console have a Call Forwarding key?

1. In *2402-[01-60]: DSS Console Key Codes* (page 801), assign key code 27 to an available Feature Key on the DSS Console.

Other Related Features

Features

Call Coverage Keys (page 40)
    Call Forwarding will not reroute a call ringing a Call Coverage Key.

Call Forwarding Off Premises (page 51)
    Off Premises Call Forwarding allows a keyset user to forward their calls to an off-site location (such as a cell phone or remote office).

Direct Inward Line (page 109)
    Call Forwarding will reroute Direct Inward Lines.

Do Not Disturb (page 143)
- Call Forwarding considers an extension in DND as busy. In addition, an extension can have both DND and Call Forwarding enabled at the same time.
- Note that Call Forwarding has priority over Do Not Disturb. If both are enabled simultaneously at an extension, Call Forwarding is in force.

Door Box (page 147)
    An extension user cannot forward a call to a Door Box.

Extension Hunting (page 154)
- If a member of a Circular or Terminal Hunting group forwards their calls, hunting will follow Call Forwarding.
- Calls to a UCD Group *will not* follow Call Forwarding at a group member's extension. However, calls directed to the group member's extension (such as DILs and transferred calls) *will* follow the Call Forwarding set up at the extension.

Group Ring (page 189)

Call Forwarding will not reroute Group Ring calls.

Intercom (page 211)

Call Forwarding when Busy and Call Forwarding when Busy/Not Answered will not reroute voice-announced Intercom calls. It will reroute only ringing Intercom calls.

Key Ring (page 214)

Call Forwarding will not reroute Key Ring calls.

Line Keys (page 227)

Call Forwarding will not reroute calls ringing line keys.

Loop Keys (page 233)

Call Forwarding will not reroute a call ringing a loop key (unless the call is a DIL).

Message Waiting (page 238)

- An extension user cannot leave a Message Waiting at a co-worker that has Call Forwarding Immediate (*34) enabled. Pressing **V-MAIL** automatically leaves a message at the forwarding destination instead.
- An extension user cannot leave a Message Waiting at a busy co-worker that has Call Forwarding Busy/No Answer (*32) enabled. Pressing **V-MAIL** will automatically leave a message at the forwarding destination instead.

Selectable Display Messaging (page 300)

Enabling or canceling Call Forwarding cancels an extension's Selectable Display Messaging.

Transfer (page 358)

- Call Forwarding will reroute transferred calls.
- When handling Transfer recalls, Call Forwarding has priority over Extension Hunting. See *Interaction Between Call Forwarding, Extension Hunting, and Transfer Recall* (page 359) for more.

IntraMail Features

None

Call Forwarding

Operation

Activating or Canceling Call Forwarding		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To activate Call Forwarding:		
1.	Select the Call Forwarding options.	
	[Menu + Call Forward] [Menu + Cfwd]	Alternately do one of the following: • Press **INTERCOM** and dial ***3**. • Press your Call Forwarding Feature Key.
2.	Select or cancel a Call Forwarding type.	
	[Immediate] [Immed]	Select Call Forwarding Immediate. • Alternately dial **4**.
	[Ring/No Ans] [RNA]	Select Call Forwarding when Not Answered.[1] • Alternately dial **6**.
	[Busy/No Ans] [BNA]	Select Call Forwarding when Busy or Not Answered.[1] • Alternately dial **2**.
	[Off-Premise] [MORE + OFFP]	Select Call Forwarding Off Premises. • Alternately dial **3**. • Turn to *Call Forwarding Off Premises* (page 51) for more.
	[Ans Machine] [MORE + AME]	Select Personal Answering Machine Emulation. • Alternately dial **7**. • Skip to *Personal Answering Machine Emulation* (page 373) for more.
	[Message] [MORE + MSG]	Select Selectable Display Messaging. • Alternately dial **8**. • Skip to *Selectable Display Messaging* (page 300) for more.
	[None] [MORE + MORE + NONE]	Select to cancel Call Forwarding. • Alternately dial **0**.
3.	Select the Call Forwarding destination: • An extension number or UCD Group master number. • **0** for the operator. • **V-MAIL** for voice mail.	
4.	Select the Call Forwarding mode.	
	[All] [All]	Select forwarding all calls. • Alternately dial **2**.
	[Line Only] [Line]	Select forwarding outside calls only. • Alternately dial **8**.
[1] Option will not forward voice-announced Intercom calls.		

User Programmable Feature

Canceling All Call Forwards System-Wide			
Feature	**Mnemonic**	**Operation**	**Access Level**
Call Forwarding Clear All	**#CC (#22)**	**#CC** +**Y** to clear (cancel) forwarding or **N** to exit without clearing + **SPEAKER** to hang up.	4 and 5

Description

When a user is out of the office, they can send their calls to their home office or cell phone.

Off Premises Call Forwarding allows a keyset user to forward their calls to an off-site location (such as a cell phone or remote office) if allowed by their Class of Service. Keyset users can stay in touch by having Off Premises Call Forwarding automatically forward their calls while they are away from the office. To set up Off Premises Call Forwarding, the user selects the line or Line Group over which the call should route, as well as the number the system should dial. The number dialed can be from an extension's Personal Speed Dial bin containing an outside number, or the user can enter an outside number directly into their Personal Speed Dial bin 720. When a call rings the forwarded extension, the system selects the specified line or group and then outdials the stored number.

Off Premises Call Forwarding reroutes:
- Intercom calls
- Transferred calls
- Direct Inward Lines
- UTRF (unscreened transfer) calls routed from the voice mail Automated Attendant
- Circular and Terminal Extension Hunting calls

Off Premises Call Forwarding does not reroute:
- Key Ring calls
- Calls to a UCD Group master number.
- Group Ring calls (i.e., calls to a Ring Group master number)
- UCD Group Calls (i.e., calls to a UCD Group master number)
- Ringing Call Coverage key calls

You can set up Off Premises Call Forwarding to reroute all calls or just outside calls. If an extension with forwarding set for outside calls only receives a screened Transfer, the initial voice-announcement broadcasts at the extension. When the caller hangs up to complete the transfer, the outside call forwards as programmed.

Call Forwarding Off Premises Example

Call Routes to Emergency Service Number After Hours

A service department dispatcher has Key Ring for lines 1-4 during the day. The dispatcher answers calls on those lines and assigns dispatchers accordingly. At night, the calls on lines 1-4 must automatically route to the technician on call for emergency service. To do this:

1. In *3112-01: Direct Termination in the Day* (page 819), make sure lines 1-4 are assigned as Key Ring lines (by pressing **CLEAR**).

2. In *3112-04: Direct Termination at Night* (page 820), terminate lines 1-4 directly to the dispatcher's extension (e.g., extension 300).

3. At the dispatcher's extension, program a Personal Speed Dial bin for each technician that is qualified to take emergency calls.

4. At the end of the day, the dispatcher presses their *System* Night key to put the system in the night mode.

5. After enabling the night mode, the dispatcher implements Off Premises Call Forwarding to whichever Speed Dial bin represents the technician on call for that evening.

6. Calls ringing lines 1-4 at night automatically route to the technician on call.

   Conditions
   - Telco must provide Loop Disconnect Supervision on the originating line (i.e., the line that Off Premises Call Forwarding will reroute).
   - All other Speed Dial programming also applies to Off Premises Call Forwarding.

Call Forwarding Off Premises

- An extension Speed Dial number stored in bin 719 should not be longer than 16 digits. If it is, the system automatically clears bin 719 when it stores an Off Premises Call Forwarding number in bin 720.
- An extension user cannot off premise call forward to a Personal Speed Dial bin that contains an Intercom number. If the user selects a bin that contains an Intercom number, the system cancels Off Premises Call Forwarding.
- Off Premises Call Forwarding is cleared after a system reset or power down.
- If a line rings an off-premise forwarded extension and the specified outbound route is busy, the system reroutes the call to the programmed overflow destination (normally Key Ring). Intercom callers will hear busy tone if the outbound route is busy, and have the option of dialing 2 for Line Queuing or Line Callback.
- Tandem Calling must be enabled for the originating line (i.e., the line that Off Premises Call Forwarding will reroute).
  - If a screened Transfer is made to an extension with Line Only forwarding, and Tandem Calling is not enabled for the originating line, the transferred line immediately goes to Key Ring when the transferring party hangs up.
  - If a screened Transfer is made to an extension with All Calls forwarding, and Tandem Calling is not enabled for the originating line, the transferred line will stay at the transferring extension when that party hangs up.
- Off Premises Call Forwarding is not available at single line telephones.

Default Setting
- Call Forwarding Off Premises is disabled in an extension's Class of Service.
- Tandem Calling is disabled for lines.

Programming

1.	**Should an extension be able to use Off Premises Call Forwarding?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes:
   - In *1406-01: Call Forwarding Off-Premises* (page 643), enter **Yes**.
   - In *1406-02: Internal Call Forwarding* (page 643), enter **Yes**.
   - In *2111-09: Personal Speed Dial* (page 734), enter **Yes**.
3. If no, in *1406-01: Call Forwarding Off-Premises* (page 643) enter **No**.

2.	**Should Off Premises Call Forwarding be able to reroute incoming outside calls?**

1. If yes, in *3103-04: Tandem Calls* (page 816) enter **Yes**.
2. If no, in *3103-04: Tandem Calls* (page 816) enter **No**.

3.	**Do you want to enter the Personal Speed Dial numbers an extension will use for Off Premises Call Forwarding from system programming?**

1. If yes, in *215x-Speed Dial (Personal)* (page 775) enter Personal Speed Dial numbers for the extension.
   - Off Premises Call Forwarding cannot use Intercom Speed Dial.
2. If no, skip this step.

Other Related Features

Features

Call Forwarding (page 44)

Call Forwarding permits an extension user to redirect their call to another extension.

Single Line Telephones (page 305)

Call Forwarding Off Premises is not available at single line telephones.

IntraMail Features

None

Operation

Activating or Canceling Call Forwarding Off Premises			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To activate Call Forwarding:			
1.	Select the Call Forwarding options.		
	[Menu + Call Forward] [Menu + Cfwd]	Alternately do one of the following: • Press **INTERCOM** and dial ***3**. • Press your Call Forwarding Feature Key.	
2.	Select or cancel a Call Forwarding Off Premises.		
	[Off-Premise] [MORE + OFFP]	Select Call Forwarding Off Premises, then proceed to step 3 below. • Alternately dial **3**.	
	[None] [MORE + MORE + None]	Select to cancel Call Forwarding. • Alternately dial **0** or press **CLEAR**.	
3.	Do one of the following.		
	a.	To *select* a Personal Speed Dial bin as your Off Premises Call Forwarding number:	
		[SPEED DIAL BIN] [Bin]	Select the bin option.
			When you see **BIN#**: • Enter the Personal Speed Dial bin you want to use (701-720) + **HOLD**.
	b.	To *store* a new Off Premises Call Forwarding number: • The system automatically stores this number in bin 720.	
		[NUMBER] [Num]	Select the number option.
			When you see **LINE/GRP/ICM**: • Enter the line number (e.g., 1 for line 1) or Line Group number (e.g., 90 for group 0) + **HOLD**. • Following Speed Dial programming methods, enter the number you want to store (up to 16 digits long) + **HOLD**. - Press **MUTE** to store a Pause. - Press **FLASH** to store a Flash. - You cannot enter a name using this option.
			If you see **720: IN USE OVERRIDE**?
				[YES] [YES]	Select to override the existing entry and enter a new number.
				[NO] [NO]	Select to cancel and back up to step 3.

Call Forwarding Off Premises

			Activating or Canceling Call Forwarding Off Premises		**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
	c.		To _view_ the currently enabled Off Premises Call Forwarding number (if any):		
			[VIEW] **[View]**	Select to view the currently stored number. • Press **SPEAKER** to exit the view mode.	
4.			Select the Call Forwarding mode.		
	[All] **[All]**		Select forwarding all calls. • Alternately dial **2**.		
	[Line Only] **[Line]**		Select forwarding outside calls only. • Alternately dial **8**.		

Description

Call Timer helps users that must keep track of their time on the phone.

Call Timer lets a keyset user with a Call Timer key time their outside calls on the telephone display. There are two types of Call Timer keys:

- ❧ **Manual Call Timer**
  Any time while placing a call or while on a call, a display keyset user can press their Manual Call Timer key to start the Call Timer. The Call Timer will continue until the user hangs up or presses their Manual Call Timer key again.

- ❧ **Automatic Call Timer**
  In addition to the features of the Manual Call Timer key, the Automatic Call Timer key provides automatic timing for outside calls. When a display keyset with an Automatic Call Timer key places or answers an outside call, the Call Timer automatically starts when that outside call connects. The Automatic Call Timer does not automatically start for Intercom calls. The Automatic Call Timer can also work like a Manual Call Timer key. There is no need to have a Manual and Automatic Call Timer key on the same phone.

The Call Timer feature also provides:

- ❧ **Review of Previously Timed Call**
  Any time after hanging up from a timed call, a display keyset user can press their Manual or Automatic Call Timer key to review the duration of that call.

- ❧ **Timer Reset for Current Call**
  While the display keyset user is timing their call, they can press CLEAR at any time to reset the Call Timer to 00:00:00.

- ❧ **Automatic Timer Stop**
  The system assigns the Call Timer to the active call. When the user terminates the active call, the Call Timer automatically shuts down.

- ❧ **Wrap-up Timer Display**
  After hanging up a timed call, a display keyset will show the Call Timer data for 6 seconds before returning the display to idle. This gives the extension user adequate time to make a record of the timed call, if desired.

  Conditions
  - None

  Default Setting
  - No Call Timer keys assigned.

Programming

1.	**Assign a Manual Call Timer Feature Key to a keyset?**

1. In *2121-[01 to 24]: Feature Key Codes* (page 758), assign key code 16 to an available Feature Key.
2. In *2121-[01 to 24]: Feature Key Data* (page 758), enter 1.

1.	**Assign an Automatic Call Timer Feature Key to a keyset?**

1. In *2121-[01 to 24]: Feature Key Codes* (page 758), assign key code 16 to an available Feature Key.
2. In *2121-[01 to 24]: Feature Key Data* (page 758), enter 2.

Features

Call Timer

Other Related Features

Features

Caller ID (page 63)
 The Auto Timer feature interacts with Caller ID on the first line of the telephone display.

Central Office Calls, Placing (page 78)
 Call Timer shows the time a user has been on an outside call.

Flash (page 177)
 Flash restarts the Call Timer.

Hold (page 202)
 A user's Call Timer starts when they pick up a call from Hold. If they place the call on Hold and another user picks it up, the timer restarts for the new user.

Station Message Detail Recording (page 328)
 The SMDR report also keeps track of the time on a call.

IntraMail Features

None

Operation

Automatically Timing Your Outside Call	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To time your outside call if you have an Automatic Call Timer key:	
1. Place or answer outside call. • The Call Timer starts automatically. The Automatic Call Timer key lights red while the system times the call.	

Manually Timing Your Outside Call	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To manually time your Intercom or outside call:	
1. While placing or while on the call, do one of the following.	
a. [Timer] [Time] Press the Call Timer soft key.	
b. Press the Manual or Automatic Call Timer key. • The Automatic Call Timer key lights red while the system times the call.	

Features

Stopping and Restarting the Call Timer for Your Call			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To stop the Call Timer:			
1.	Do one of the following.		
	a.	[Timer] [Time]	Press the Call Timer soft key.
	b.		Press the Manual or Automatic Call Timer key.
2.	The Call Timer disappears from the display.		
To restart the Call Timer: • The timer will restart from 00:00.			
1.	Do one of the following.		
	a.	[Timer] [Time]	Press the Call Timer soft key.
	b.		Press the Manual or Automatic Call Timer key.

Resetting the Call Timer	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To reset the Call Timer while it is running (i.e., timing your call):	
1.	Press **CLEAR**. • The Call Timer restarts from 00:00. It does not disappear from the display.

Reviewing a Call's Duration	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To review the duration of your last timed call:	
1.	Wait for the Manual or Automatic Call Timer key to go out.
2.	Press the Manual or Automatic Call Timer key.

Call Waiting / Camp-On

Description

Call Waiting helps busy extension users know when they have additional waiting calls. It also lets callers wait in line for a busy extension without being forgotten.

With Call Waiting, an extension user may call a busy extension and wait in line (Camp-On) without hanging up. When the user Camps-On (by dialing 2), the system signals the busy extension with two beeps indicating the first waiting call. (The busy extension can be on a handset or Handsfree call.) The call goes through when the extension becomes free.

If an extension has more than one caller waiting, they queue on a first-in/first-out basis (FIFO). The extension will not hear Camp-On beeps for additional waiting calls.

Off-Hook Signaling also alerts the user when unanswered calls are waiting to get through. Turn to *Off-Hook Signaling* (page 255) for more.

The following chart shows when the two types of Off-Hook Signaling occur. Note that Camp-On tones occur for an extension when they are the exclusive recipient of the call (such as a DIL).

	Off-Hook Ringing[1]	Camp-On Tones[2]
Key Ring	Yes	No
Transferred Outside Call	Yes	Yes
Direct Inward Line	Yes	Yes
Transfer from voice mail (UTRF)	Yes	Yes
Call Coverage Key	Yes	No
Group Call Pickup Key	Yes	No

[1] For Off-Hook ringing, *2116-03: Off Hook Signaling for Incoming Outside Calls* (page 750) = 2.
[2] For Camp-On tones, *2116-03: Off Hook Signaling for Incoming Outside Calls* (page 750) = 1.

Conditions
- A system reset or power failure cancels all Camp-Ons system wide.
- While busy on a call, Camp-On tones occur only for the first incoming call and do not repeat.

Default Setting
- Call Waiting tones enabled.

Programming

1.	**Should an extension be able to <u>send</u> Camp-On tones to a busy co-worker?**

1. In *2102-01: Class of Service* (page 724), check the <u>sending</u> extension's Class of Service level.

2. If yes, in *1402-03: Camp-On to Busy Extension* (page 633), enter **Yes** for the initiating extension.
   - Check step 2 below to be sure Camp-On is not blocked by the receiving extension.
   - This option does not restrict Callback.

3. If no, in *1402-03: Camp-On to Busy Extension* (page 633) enter **No**.

2.	**Should an extension be able to <u>receive</u> Camp-On tones when a co-worker camps-on?**

1. In *2102-01: Class of Service* (page 724), check the <u>receiving</u> extension's Class of Service level.

2. If yes:
   - In *1512-02: Call Waiting Tones* (page 657), be sure Camp-On is enabled system-wide (**Yes**).
   - In *2116-01: Off Hook Signaling for Incoming Intercom Calls* (page 749), enter **1** to enable receiving Camp-On tones at an extension.
   - In *1401-03: Privacy* (page 628), enter **No** to be sure that Privacy does not block incoming Camp-On signals.

3. If no, do one of the following:
   - To disable Camp-On system-wide, in *1512-02: Call Waiting Tones* (page 657) enter **No**.
   - To disable Camp-On for a specific extension, in *2116-01: Off Hook Signaling for Incoming Intercom Calls* (page 749) enter **0**.
   - To have Privacy block incoming Camp-On tones, in *1401-03: Privacy* (page 628) enter **No**.

Call Waiting / Camp-On

Other Related Features

Features

Attendant Position (page 24)
> An extension user cannot Camp-On to the attendant because the attendant's extension is never busy.

Callback (page 61)
> If an extension user Camps-On and then hangs up, the system converts the Camp-On to a Callback.

Caller ID (page 63)
> An extension programmed to receive Camp-On tones or Off-Hook Ringing from a waiting call will also receive Second Call Caller ID.

Direct Inward Line (page 109)
> DILs to a busy extension automatically send Camp-On tones.

Do Not Disturb (page 143)
> An extension cannot Camp-On to a busy co-worker that is also in Do Not Disturb.

Intercom (page 211)
> A user can Camp-On after placing an Intercom call to a busy co-worker.

Key Ring (page 214)
> A Key Ring call will not send Camp-On beeps to a busy extension that normally rings for that call.

Line Queuing / Line Callback (page 230)
> Line Queuing lets an extension user Camp-On to a busy line.

Privacy (page 277)
> Privacy blocks Camp-On / Call Waiting.

Split (Alternate) (page 323)
> Camp-On lets an extension user know that a call is waiting to be answered. The user can Split between the waiting call and their current call.

Transfer (page 358)
> An extension user can Transfer a call to a busy extension. The call will automatically Camp-On to the busy extension.

Volume, Brightness, and Contrast Controls (page 388)
> The extension user cannot adjust the volume of incoming Camp-On tone.

IntraMail Features

> None

Operation

Camp-On to a Busy Extension	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Camp-On to a busy extension:	
1.	Call the busy extension. • Listen for busy or busy/ring tone. • With IntraMail installed, you will hear a voice prompt first.
2.	Dial **2** but do not hang up. • If you hang up, the system converts your Camp-On to a Callback.
3.	When your co-worker hangs up their initial call, you hear: • Ringback as their telephone rings. • Your co-worker's voice when they answer.

Description

With Callback, a user does not have to repeatedly call a busy extension back, hoping to find it idle.

When an extension user calls a busy co-worker, they can leave a Callback request for a return call. The system services Callback requests as follows:

- Caller at extension A leaves a Callback at extension B.
  - Caller can place or answer additional calls in the mean time.
- When extension B becomes idle, the system rings extension A. This is the Callback ring.
- Once caller A answers the Callback ring, the system rings (formerly busy) extension B.
  - If caller A doesn't answer the Callback ring, the system cancels the Callback.
- As soon as caller B answers, the system sets up an Intercom call between A and B.

An extension user can leave a Callback at many extensions simultaneously. The system processes the Callbacks as the extensions become free. In addition, many extensions can leave a Callback at the same extension. The system processes these Callbacks on a first-in/first-out (FIFO) basis.

If an extension user leaves a Callback request and then fails to answer within four rings, the system cancels the Callback.

Conditions
- A system reset or power failure cancels all Callbacks system-wide.

Default Setting
- Callback enabled.

Programming

1. **Should an extension be able to <u>receive</u> Camp-On tones when a co-worker leaves them a Callback request?**

1. In *2102-01: Class of Service* (page 724), check the <u>receiving</u> extension's Class of Service level.

2. If yes:
   - In *1512-02: Call Waiting Tones* (page 657), be sure Camp-On is enabled system-wide (**Yes**).
   - In *2116-01: Off Hook Signaling for Incoming Intercom Calls* (page 749), enter **1** to enable receiving Camp-On tones at an extension.
   - In *1401-03: Privacy* (page 628), enter **No** to be sure that Privacy does not block incoming Camp-On signals.

3. If no, do one of the following:
   - To disable Camp-On system-wide, in *1512-02: Call Waiting Tones* (page 657) enter **No**.
   - To disable Camp-On for a specific extension, in *2116-01: Off Hook Signaling for Incoming Intercom Calls* (page 749) enter 0.
   - To have Privacy block incoming Camp-On tones, in *1401-03: Privacy* (page 628) enter **No**.

Callback

Other Related Features

Features

Attendant Position (page 24)

An extension user cannot leave a Callback for the attendant because the attendant's extension is never busy.

Call Waiting / Camp-On (page 58)

If an extension user starts to leave a Callback request but doesn't hang up, the system Camps-On instead.

Central Office Calls, Answering (page 74)

If a line is ringing an extension because of a prior Callback, and then receives a new outside call, it will start ringing for the new call. The Callback request is then queued.

Do Not Disturb (page 143)

An extension cannot leave a Callback for a busy co-worker that is also in Do Not Disturb.

Line Queuing / Line Callback (page 230)

An extension user can queue for a busy line and then hang up to turn the queue into a line Callback.

IntraMail Features

None

Operation

Leaving a Callback	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To leave a Callback at a busy extension:	
1.	Call the busy extension. • Listen for busy or busy/ring tone.
2.	Dial **2** and hang up. • Stay on the line without hanging up if you want to Camp-On instead.
3.	When the busy co-worker becomes free: • You hear Intercom ring.
4.	Answer the Intercom ring. • The system automatically places a call to your co-worker. • Speak to your co-worker when the call goes through.

Cancelling a Callback	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To cancel a Callback:	
1.	Do not lift the handset, do not press **INTERCOM**, and do not press **SPEAKER**.
2.	Dial **#** + **DC** (32). • This cancels the Callback you have left. If you have left callbacks for several extensions, this simultaneously cancels *all* your Callbacks.

Description

Caller ID automatically displays the phone number and optional name for incoming outside calls.

Caller ID allows a display keyset to show an incoming caller's telephone number (called Directory Number or DN) and optional name as the call is ringing. Caller ID supports the telco's Called Number Identification (CNI) and Called Number Delivery (CND) service, when available. These services provide the Caller ID information (i.e., messages) between the first and second ring burst of an incoming call.

Caller ID provides the following features:

Single and Multiple Message Format Compatibility

There are two types of Caller ID message formats currently available: Single Data Message Format (SDMF) and Multiple Data Message Format (MDMF). With Single Message Data Format, the telco sends only the caller's phone number (DN). The DN can be up to 10 digits long. In Multiple Data Message Format, the telco sends the DN and the caller's name. The DN for this format can be up to 15 digits long, and the name provided can consist of up to 15 ASCII characters.

If no DN is received, no number or error message displays.

Caller ID on the SMDR Report

Caller ID data prints on the SMDR report. SDMF records print a single line which shows just the incoming number. MDMF records print on two lines, with the first line showing the number and the second line showing the name. Unlike the telephone display, the SMDR report can show the entire 15 digits in the DN, if required.

Following is a sample SMDR report showing Caller ID data. The first two lines of the report show a complete MDMF record with both the caller's number and name. The last two lines of the report show two Caller ID error messages: Private Number and Out of Area. The "IN" in the type column indicates that the records shown are for incoming calls.

If no DN is received, no number or error message displays.

```
Station Message Detail Recording
05/10/2005 11:11A

---+---+-----------------------------+----------+---------+--------+---
Sta|Lin|         Number Dialed       | Account  |  Start  |Duration| T
---+---+-----------------------------+----------+---------+--------+---
301| 02|                   2139261000|          |11:11:39A|00:00:13|IN
301| 02|               ANDERSON ALLEN|          |11:11:39A|00:00:13|IN
301| 02|               Private Number|          |11:12:26A|00:00:12|IN
301| 02|            Out of Area Number|          |11:13:16A|00:00:12|IN
```

Caller ID Integration with Voice Mail

Caller ID fully integrates with IntraMail, UltraMail, and the NVM-Series voice mail systems. This enables voice mail features such as Make Call with Caller ID. Make Call allows the voice mail subscriber to return a call to someone who left them a message without knowing the calling party's phone number.

Second Call Caller ID (Extension Level Call Waiting Caller ID)

While a display keyset user is busy on a call, the system can show the Caller ID information for a waiting call. If the busy extension is programmed to receive Camp-On tones or Off-Hook Ringing from the waiting call, the system will send the Caller ID data to the busy telephone's display. If the busy extension does not receive Camp-On tones or Off-Hook Ringing, it will also not receive the waiting call's Caller ID. (Note that Caller ID data from a Camp-On is displayed only once, corresponding to the single Camp-On beep.) ***This is an internal system feature and does not use the telco's Call Waiting Caller ID.***

Caller ID

Third Party Caller ID Check

Third Party Caller ID Check allows an idle or busy keyset user to display the Caller ID data for another line. The line that the user checks can be ringing or busy.

Caller ID Display Separator

An extension's display can optionally show a calling party number separator. The separator is a dash after the area code and after the local exchange on a 7 or 10 digit number. If disabled, the calling party number displays without a separator.

Caller ID to Single Line Telephones

The system provides Caller ID data to single line ports. This allows single line Caller ID telephones to receive the Caller ID data also available at keysets. Up to 8 single line telephones can receive Caller ID data simultaneously. (To conserve system resources, consider turning off Caller ID in *1404-01: Caller ID Display* (page 638) for extensions that do not require or support Caller ID.)

On Intercom calls, the single line telephone display will show the extension number and name (if programmed) of the internal caller.

Conditions
- None

Default Setting
- Caller ID for each a line is disabled.
  - See *3121-01: Caller ID Type* (page 825).
- Caller ID with voice mail is enabled.
  - See *3131-01: Pass Caller ID to Voice Mail* (page 828).
- An extension's Caller ID display is enabled.
  - See *1404-01: Caller ID Display* (page 638).
- Second Call Caller ID is enabled.
  - See *1404-02: Second Call Caller ID* (page 638).
- Third Party Caller ID Check is disabled.
  - See *1404-03: Third Party Caller ID* (page 638).
- The Caller ID Display Separator is disabled.
  - See *1404-04: Caller ID Display Separator* (page 639).
- The telco must provide Caller ID service for each line that has Caller ID programming enabled.

Programming

Features (side tab)

1.	**Should the outside line provide Caller ID (if Caller ID service is also provided by the telco)?**

    1. If yes:
- In *3121-01: Caller ID Type* (page 825) enter the type of Caller ID required (DSP = **1**, ATRU-DB = **2,** T1/E1 ANI = **3**).
- For ANI Caller ID, in *3121-02: ANI/DNIS Format* (page 825) and *3121-04: Number of ANI Digits* (page 826), set for compatibility with the connected service.
- In *1611-06: Caller ID Detection Timer* (page 684), set for compatibility with the connected service.

    2. If no, in *3121-01: Caller ID Type* (page 825), enter **0**.

2.	**Should an extension display the incoming Caller ID data?**

    1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

    2. If yes:
- In *1404-01: Caller ID Display* (page 638) enter **Yes**.
- ***Make sure the extension rings for the line.*** See *Central Office Calls, Answering* (page 74) for more.

    3. If no, in *1404-01: Caller ID Display* (page 638) enter **No**.

3.	**Should an extension display 2nd Call Caller ID (Extension Level Call Waiting Caller ID)?**

    1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

    2. If yes:
- In *1404-02: Second Call Caller ID* (page 638) enter **Yes**.
- In *2116-03: Off Hook Signaling for Incoming Outside Calls* (page 750), enter **1** (for Camp-On tones) or **2** (for off-hook ringing). See *Account Codes* (page 14) for more.
- Check to see if Call Timer key blocks the first line of the 2nd Call Caller ID display. If it does, make sure the extension doesn't have a Call Timer key.

    3. If no, in *1404-02: Second Call Caller ID* (page 638) enter **No**.

4.	**Should an extension be able to use 3rd Party Caller ID Check?**

    1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

    2. If yes, in *1404-03: Third Party Caller ID* (page 638) enter **Yes**.

    3. If no, in *1404-03: Third Party Caller ID* (page 638) enter **No**.

5.	**Should an extension's Caller ID display use the display separator?**

    1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

    2. If yes, in *1404-04: Caller ID Display Separator* (page 639) enter **Yes**.

    3. If no, in *1404-04: Caller ID Display Separator* (page 639) enter **No**.

6.	**Should outside lines send Caller ID data to voice mail?**

    1. If yes, in *3131-01: Pass Caller ID to Voice Mail* (page 828) enter **Yes**.

    2. If no, in *3131-01: Pass Caller ID to Voice Mail* (page 828) enter **No**.

Caller ID

Other Related Features

Features

Call Timer (page 55)

> The Auto Timer feature interacts with Caller ID on the first line of the telephone display. If an extension has Call Timer enabled, the first line (i.e., caller's name) of the Second Call Caller ID display won't show. The user will only see the caller's number (in the second line).

Call Waiting / Camp-On (page 58) and *Off-Hook Signaling* (page 255)

> - An extension programmed to receive Camp-On tones or Off-Hook Ringing from a waiting call will also receive Second Call Caller ID.
> - If an extension is set up to receive Off Hook Ringing, it will receive Second Call Caller ID for each new outside call. The display returns to idle when the second call stops ringing.
> - If an extension is set up to receive Call Wait beeps, it will receive Second Call Caller ID only for the first call. This occurs, for example, for DILs and transferred outside calls. With transferred outside calls, the Second Call Caller ID displays until the call recalls the transferring destination (if not picked up). With DILs, the Second Call Caller ID displays remains until the extension activates another feature.

Caller ID Logging (page 68)

> An extension can store the caller's name and phone number for easy review and redialing.

Group Ring (page 189)

> An extension's display will show Caller ID data for a line terminated to a Ring Group master number *as* the call is ringing.

Station Message Detail Recording (page 328)

> Caller ID prints out on the SMDR report.

Voice Mail (page 372)

> Caller ID fully integrates with IntraMail, UltraMail and NVM-Series voice mail systems.

IntraMail Features

None

Operation

Clearing the Display	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To cancel (clear) the Caller ID display and return your phone to its normal display: • You can only do this while you are on a call, not while your phone is ringing.	
1. Press **CLEAR**.	
To turn the Caller ID display back on (after you press CLEAR to cancel it):	
1. Press **CHECK**.	

Third Party Caller ID	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To display the Caller ID data for the third party's call:	
1. Press **INTERCOM** + **CHECK**.	
2. Press one of the following keys for the call you want to check. • You see Caller ID data for the line you select.	
Press a <u>line key</u> while the call is ringing or connected to the third party.	
Press a <u>loop key</u> while the call is ringing the third party.	
Press a <u>Hotline key</u> while the call is connected to the third party.	
Press a <u>Call Coverage key</u> while the call is ringing the third party.	
3. Hang up when you are done.	

Features

Caller ID Logging

Description

An extension can store the caller's name and phone number for easy review and redialing.

When caller ID is enabled, Caller ID Logging stores a record of the caller's number and name (if provided by the telco) for each outside call that rings an extension. This allows an extension user to easily review and redial their calls. The system can log records directly to an extension or to one of 8 Caller ID Logging Groups. All the extensions in the same Logging Group share the same Caller ID records. Each extension or Logging Group can store up to 99 Caller ID records. The system stores up to 1000 Caller ID records, allocated among all extensions and Caller ID Logging Groups. All Caller ID records are retained when the system is powered down or reset. If a line rings more than one extension simultaneously, the system logs the call at all ringing extensions.

Caller ID Logging also provides:

❧ **Programmable Caller ID Callback Routing**
You can set up Caller ID Callbacks (return calls) to select either a line or Line Group to redial calls allowed by the extension's Toll Restriction. Caller ID Callback Routing can also optionally:
  - Strip the area code from the number dialed.
  - Strip the leading 1 from the number dialed.
  - Add a leading 1 to the number dialed.

❧ **Soft Key Integration**
Unique Caller ID soft keys provide the extension user with the capability to view all of their Caller ID records or just records for unanswered calls. Super Display telephone users can additionally view records of answered calls.

❧ **Save Number to Speed Dial**
While reviewing a Caller ID record, the extension user can optionally store the number and optional name directly in an Extension Speed Dial bin.

❧ **New Record for Calls on Hold and Parked Calls**
The system creates a new Caller ID record for a call retrieved from Hold at an extension other than the one that initially placed it on Hold. The same is also true for Parked calls.
  - A new call rings the system and creates a CID record.
  - Extension 301 answers the call and places it on Hold.
  - Extension 302 retrieves the call from Hold.
  - The system creates another record of the call at extension 302.

❧ **New Record for Transferred Call**
A transferred call creates a new call record each time it is transferred. For example:
  - A new call rings the system and creates a CID record.
  - Extension 300 answers the call and transfers it to extension 301.
  - The system creates a new (answered) record for the call at extension 301.
  - Extension 301 transfers the call to extension 302.
  - The system creates another new (answered) record for the call at extension 302.

❧ **Answered Status for Calls Answered at Analog Ports**
Calls answered by keyset (digital) and single line (analog) extensions are marked as answered. Calls answered by voice mail ports are not marked as answered.

❧ **Record Created for Voice Mail Park and Page**
If a call is placed in Personal Park Orbit by voice mail, the system creates a record for the call on the extension at which it is parked, and at the extension that picked up the call. (Note that there is no record created at the voice mail port.)

Types of Calls that are Logged

Call ID Logging will make a record of any outside call to an extension that can normally be answered using Ringing Line Preference. These include:

- Line key (Key Ring) and Loop Key calls
- Transfers
- Direct Inward Lines (DILs)
- Group Ring calls

Caller ID and Answering Machines

If voice mail *is not* installed, Caller ID Logging can provide unique handling of a customer-provided answering machine. If an extension is designated as an answering machine in programming, any outside call picked up by the answering machine will not be marked as answered in the Caller ID log. For example, if a call rings into the system and is picked up by the answering machine, it will show as a new call in the Caller ID log. In addition, it will flash green on the Ring/Message lamp indicating that there is a new call.

Conditions
- None

Default Setting
- There is no Caller ID outbound line/group specified.
- There is no home area code specified. In addition, all local calls are 7 digits long.
- In DSX-40, all keyset extensions (300-315) are in Caller ID Logging Group 1. Since all keysets share a common group log, deleting a record at one keyset will automatically update the log for all others.
- In DSX-80/160, extensions 300-315 are set up for personal logging with 10 records each. There are no records assigned to other extensions.
- Caller ID Logging Group 1 can store 99 records. All other groups are blank.
- All lines are assigned to Caller ID Logging Group 1.
- The Caller ID Alert Lamp is enabled.

Caller ID Logging

Programming

Setting Up Caller ID Callbacks

1.	**Make sure Caller ID is installed.**

1. If Caller ID is not installed, turn to *Caller ID* (page 63) and set up your system's Caller ID.

2.	**Assign the outgoing route the system will use for Caller ID callbacks.**

1. In *3711-01: Caller ID Callback Route Type* (page 856), select the type of route used for Caller ID callbacks (**1** = line, **2** = Line Group).
2. For line, in *3711-01: Caller ID Callback Line* (page 856) enter the line number (**1-64**) the system will use for Caller ID callbacks.
3. For Line Groups, in *3711-01: Caller ID Callback Group* (page 857) enter the Line Group number (**90-98**) the system will use for Caller ID callbacks.

3.	**Designate the system's home area code (i.e., the area code in which the system is installed).**

1. Before programming for the first time, use *3712-01: Initialize Caller ID Dial Treatment Tables* (page 858) to initialize the Caller ID Dial Treatment Tables.
2. In *3713-[01-16]: Home Area Code Table Data* (page 860), enter the area code(s) in which the system is installed.
    - *You must make an assignment in this program so that Caller ID can properly process callbacks (return calls).*

4.	**Should the extension have personal or group Caller ID Logging?**

1. For personal Caller ID logging:
    - In *2117-01: Caller ID Log Type* (page 751), enter **1**.
    - In *2117-01: Caller ID Log Size* (page 751), specify the number of Caller ID records (1-99) the extension should have.
    - When assigning records, *be careful not to exceed the system maximum* (1000).
2. For group Caller ID logging:
    - In *2117-01: Caller ID Log Type* (page 751), enter **2**.
    - In *2117-01: Caller ID Log Group* (page 752), specify the group to which the extension should belong (**1**-**8**).
    - In *3122-[01-08]: Caller ID Group Membership* (page 827), indicate into which Caller ID groups the line should log its calls. The line can be a member of any or all groups.
    - In *3701-[01-08]: Caller ID Logging Group Size* (page 855), specify the total number of records that can be stored in each Caller ID Logging group.
    - When assigning records, *be careful not to exceed the system maximum* (1000).

5.	**Does the area in which the system is installed use 10-digit local calling?**

1. If yes, in *3712-02: 10-Digit Local Calls* (page 858) enter **Yes**.
2. If no, in *3712-02: 10-Digit Local Calls* (page 858) enter **No**.

6.	**Are there any calls within the system's home area code that are toll calls?**

1. If yes:

- In *3712-03: Home Area Code Exception List Type* (page 859), specify the *Home Area Code Exception List Table* as a Toll Table (**1**) or a Local Table (**0**).
    - If it is a Toll Table, the codes you enter in the table are toll calls. All other codes are local calls.
    - If it is a Local Table, the codes you enter in the table are local calls. All other codes are toll calls.
  - In *3714-[01-96]: Home Area Code Exception List Table Data* (page 861) enter the numbers (NPA + NXX) within the home area code that are exceptions.

2. If no:
  - Leave these options at their default settings (i.e., a Toll Table with no entries).

7.	**Are there any calls in an area code adjacent to the home area code that are local calls?**

1. If yes, *3715-[01-96]: Foreign Area Code Exception List Table Data* (page 862) enter the codes (NPA + NXX) in the adjacent area code that are local calls.

2. If no, make no entries in the Foreign Area Code Exception List Table.

Additional Caller ID Logging Programming

1.	**Do you want to clear (initialize) all the Caller ID logs in the system?**

1. If yes, use *9013-01: Initialize Caller ID Logs* (page 919) to clear the Caller ID logs.

2. If no, skip this step without initializing.

2.	**Should the Ring/Message Lamp flash when the extension has new Caller ID logs that have not yet been reviewed?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

2. If yes, in *1404-06: Caller ID Alert Lamp* (page 639) enter **Yes**.

3. If no, in *1404-06: Caller ID Alert Lamp* (page 639) enter **No**.

3.	**Does the system use a customer-provided answering machine instead of voice mail?**

1. If yes, in *2111-08: Answering Machine* (page 733) enter **Yes**.
  - Any line picked up by the answering machine will not be marked as answered in the Caller ID log.

2. If no, in *2111-08: Answering Machine* (page 733) enter **No**.

Caller ID Logging

Programming Examples

1.	**Enable Caller ID callbacks (return calls) for a system in area code 203.** • There is no 10-digit local calling or other special requirement.

1. In *3121-01: Caller ID Type* (page 825) for each line enter the type of Caller ID required:
   - (DSP = **1**, ATRU-DB = **2,** T1/E1 ANI = **3**).

2. Set up the outbound route for Caller ID callbacks.
   - In *3711-01: Caller ID Callback Route Type* (page 856), select the type of route used for Caller ID callbacks (**1** = line, **2** = Line Group).
   - For line, in *3711-01: Caller ID Callback Line* (page 856) enter the line number (**1-64**) the system will use for Caller ID callbacks.
   - For Line Groups, in *3711-01: Caller ID Callback Group* (page 857) enter the Line Group number (**90-98**) the system will use for Caller ID callbacks.

3. In *3712-02: 10-Digit Local Calls* (page 858), enter **No**.

4. In *3713-[01-16]: Home Area Code Table Data* (page 860),enter **203**.
   - The system will add a leading 1 to all calls to all area codes other than 203.
   - Calls to area code 203 will be redialed as 7-digit calls.

2.	**Enable Caller ID callbacks (return calls) for a system in area code 203 where there is 10-digit local calling and a local exchange in adjacent area code 860.**

1. In *3121-01: Caller ID Type* (page 825) for each line enter the type of Caller ID required:
   - DSP = **1**
   - ATRU-DB = **2**
   - T1/E1 ANI = **3**).

2. Set up the outbound route for Caller ID callbacks.
   - In *3711-01: Caller ID Callback Route Type* (page 856), select the type of route used for Caller ID callbacks (**1** = line, **2** = Line Group).
   - For line, in *3711-01: Caller ID Callback Line* (page 856) enter the line number (**1-64**) the system will use for Caller ID callbacks.
   - For Line Groups, in *3711-01: Caller ID Callback Group* (page 857) enter the Line Group number (**90-98**) the system will use for Caller ID callbacks.

3. In *3712-02: 10-Digit Local Calls* (page 858), enter **Yes**.

4. In *3713-[01-16]: Home Area Code Table Data* (page 860),enter **203**.

5. In *3714-[01-96]: Home Area Code Exception List Table Data* (page 861):
   - Configure the table as a local table (L).
   - Enter the local exchanges within area code 203.
   - Calls within area code 203 that are found in the list are redialed as 10-digit local calls. Calls within area code 203 not found in the list are redialed as 1 + 10 digit toll calls.

6. In *3715-[01-96]: Foreign Area Code Exception List Table Data* (page 862), enter the NPA + NXX combination for area code 860 that is a local call. The call is redialed as a 10-digit local call.

Other Related Features

Features
Caller ID (page 63)
> Caller ID automatically displays the phone number and optional name for incoming outside calls.

IntraMail Features
None

Operation

<table>
<tr>
<td colspan="4">Reviewing the Caller ID Log</td>
<td><u>In these instructions:</u>
[Super Display Soft Key]
[Keyset Soft Key]</td>
</tr>
<tr>
<td colspan="5">To review your Caller ID log:</td>
</tr>
<tr>
<td>1.</td>
<td>[Calls XX]
[CLXX]</td>
<td colspan="3">Select the Caller ID log.
• Your Ring/Message Lamp will wink on (green) when you have Caller ID records that you have not yet reviewed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td colspan="2">[View All]
[All]</td>
<td>Select to review <i>all</i> your Caller ID records.
• You see the following review options.
• Press Volume Up and Volume Down to scroll through your records.</td>
</tr>
<tr>
<td></td>
<td></td>
<td colspan="3"><u>Review Options</u>
• On a 3-line display telephone, press CHECK to switch between the name (page 1) and number (page 2) display.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>[Callback]
[Call]</td>
<td>Select to call the person back.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>[Delete]
[Del]</td>
<td>Select to delete the displayed record.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>[Store Bin]
[Stor]</td>
<td>Select to store the number in one of your Personal Speed Dial bins (following normal Speed Dial programming steps).</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>[Delete All]
[N/A]</td>
<td>Select to delete all your Caller ID records.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>[Exit]
[Exit]</td>
<td>Back up to the beginning without making any changes.</td>
</tr>
<tr>
<td></td>
<td></td>
<td colspan="2">[View Unans]
[Unan]</td>
<td>Select to review Caller ID records for calls that rang your extension and were unanswered.
• Go to the review options (see above).
• Press Volume Up and Volume Down to scroll through your records.</td>
</tr>
<tr>
<td></td>
<td></td>
<td colspan="2">[Delete All]
[Del*]</td>
<td>Select to delete all Caller ID records logged at your phone or in your group.</td>
</tr>
<tr>
<td></td>
<td></td>
<td colspan="2">[View Ans]
[N/A]</td>
<td>Select to review Caller ID records for calls that rang your phone and were answered (somewhere in the system).
• Press Volume Up and Volume Down to scroll through your records.
• Go to the review options (see above).</td>
</tr>
<tr>
<td></td>
<td></td>
<td colspan="2">[Exit]
[Exit]</td>
<td>Select to exit.
• Alternately dial 9.</td>
</tr>
</table>

Central Office Calls, Answering

Description

The system allows outside calls to ring and be answered at any combination of system extensions.

The system provides flexible routing of incoming CO calls to meet the exact site requirements.

Answering Priority

When multiple calls ring an extension simultaneously, the system services the ringing calls in the following order:

1. Ringing Intercom call
2. Line or loop key (from lowest to highest)

Overflow

Refer to *Overflow for Key Ring Calls* (page 214) for details on the overflow options.

Single Ring Option for Single Line Sets

The option *1403-02: Single Ring for Single Line Set* (page 635) determines the type of ringing at analog single line extensions. If enabled (Y), analog single line extensions always receive single ringing for outside calls. (Certain analog single line devices connected to the system may require this type of ringing.) If disabled (N), outside call ringing at analog single line extensions follows the ringing pattern of the line. For example, if a line is ringing the system with two ring bursts, the single line extensions will follow the same ringing pattern.

Conditions
- Per FCC regulations, do not set *3103-01: Transmit Gain* (page 814) higher than 0 dB.
- None

Default Setting
- All extensions have full access on all lines.
- In DSX-40, lines 5-8 require the Expansion Board.
- Extensions have immediate day/night ring on all lines.
- Single line sets ring according to *2132-[01-64]: Line Ringing* (page 764) programming (just like keysets).
- Lines 1-8 ring extensions on line keys 1-8.

Programming

Basic Programming

1.	**Make sure each line's circuit type and loop length setting match the requirements of the connected service.**

1. In *3101-01: Line Type* (page 809), set the circuit type to match the connected service.

2. In *3101-03: DTMF Dialing* (page 811), indicate whether the line is DTMF (**1**) or Dial Pulse (**0**).

3. In *3103-03: Loop Length* (page 815) for analog lines only, set this option to compensate for the telco circuits loop length.
   - For normal installations, enter **0**.
   - If the system is very close to the central office or behind a PBX, enter **1**.
   - If the loop length is abnormally long, enter **2**.

2.	**Review the system timers for compatibility with the connected service.**

1. Review the following timers:
   - *160x-Feature Timers* (page 669).
   - *161x-COI (Analog Line) Timers* (page 682).
   - *163x-T1/E1 Timers* (page 695).
   - *164x-T1 Specific Timers* (page 700).
   - *165x-E1 Specific Timers* (page 704).

3.	**Set the line access options at extension for each line.**

1. <u>For no incoming or outgoing access,</u> in *2131-[01-64]: Line Access* (page 763) enter **0**.

2. <u>For incoming access only,</u> in *2131-[01-64]: Line Access* (page 763) enter **1**.

3. <u>For outgoing access only,</u> in *2131-[01-64]: Line Access* (page 763) enter **2**.

4. <u>For full access,</u> in *2131-[01-64]: Line Access* (page 763) enter **3**.

4.	**Set the line ringing options at extension for each line.**

1. <u>For lamp only (no ringing) day and night,</u> in *2132-[01-64]: Line Ringing* (page 764) enter **1**.

2. <u>For day and night ringing,</u> in *2132-[01-64]: Line Ringing* (page 764) enter **2**.

3. <u>For night ringing only,</u> in *2132-[01-64]: Line Ringing* (page 764) enter **3**.

4. <u>For delay ringing day and night,</u> in *2132-[01-64]: Line Ringing* (page 764) enter **4**.
   - In *1604-01: Delay Ring Timer* (page 678), set the interval after which a delay ring line will change from flashing to ringing.

5. <u>For single line telephones:</u>
   - In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
   - To have single line telephones ring with a single ring for outside calls, in *1403-02: Single Ring for Single Line Set* (page 635) enter **Yes**.
   - To have single line telephones follow the ringing pattern of the outside line, in *1403-02: Single Ring for Single Line Set* (page 635) enter **No**.

Central Office Calls, Answering

Setting Up Line and Loop Keys

1.	Set up line and loop keys for an extension.

1. For line keys:
  - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **03**.
  - In *2121-[01 to 24]: Feature Key Data* (page 758), enter the line number (**1-64**).
  - ***If an extension doesn't have any line keys, you should assign Fixed or Switched Loop keys to make handling outside calls easier.***

2. For Fixed Loop keys:
  - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **01**.

3. For Switched Loop keys:
  - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **02**.
  - In *2121-[01 to 24]: Feature Key Data* (page 758), enter the Line Group number (**90-98**).

2.	Set up line keys for a DSS Console.

1. For line keys:
  - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **03**.
  - In *2402-[01-60]: DSS Console Key Data* (page 801), enter the line number (**1-64**).
  - Loop keys are not available on a DSS Console.

Setting Up Transmit and Receive Gain

1.	While on an outside call, is a user's conversation transmitted to the caller at a comfortable level?

1. If yes, leave *3103-01: Transmit Gain* (page 814) for the line at it's current value.

2. If no, in *3103-01: Transmit Gain* (page 814) adjust the line's transmit gain as required.

2.	While on an outside call, is the conversation received by the user at a comfortable level?

1. If yes, leave *3103-02: Receive Gain* (page 814) for the line at it's current value.

2. If no, in *3103-02: Receive Gain* (page 814) adjust the line's receive gain as required.
  - For a "hot" (high gain) line, decreasing the receive gain should improve Handsfree performance for keysets using that line.

Other Related Features

Features

Call Timer (page 55)
> The Call Timer helps a user keep track of the time they spend on the phone.

Direct Inward Line (page 109)
> A DIL rings an extension directly.

Line Keys (page 227)
> Line keys simplify answering outside calls.

Loop Keys (page 233)
> In order to answer outside calls, extensions without line keys should have loop keys.

Night Service / Night Ring (page 252)
> Night Service determines how outside calls ring at night.

Paging (page 259)
> Outside call ringing can broadcast over the External Paging speakers.

IntraMail Features

> None

Operation

Answering Outside Calls	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To answer an outside call: • An incoming call on a line or loop key will flash red. • An incoming call on your Direct Inward Line will flash green.	

1.	Lift handset. • If you have Ringing Line Preference, this will answer the incoming call. • If you have Automatic Handsfree, you can press the line or loop key without first lifting the handset.
2.	Press flashing line or loop key. • The key will be on (green) after you answer the call.

User Programmable Feature

Setting Up Line Key Ringing			
Feature	**Mnemonic**	**Operation**	**Access Level**
Feature Keys	**#RAL** **(#725)**	*Outside Line Keys:* **#RAL** + Line Key repeatedly to select ringing mode + **SPEAKER** to exit. • Line keys flash as follows: - Lamp only = On red - Immediate ring = On green - Delay ring = Fast flash green - Night ring = Slow flash green	2-5

Central Office Calls, Placing

Description

Customize the call placing options to meet the site requirements and each individual's needs.

The system provides flexibility in the way each extension user can place outgoing calls. A user can place a call by:

❧ **Pressing a Line Key**
Any keyset can have line keys for one-touch access to specific lines.
   - See *Line Keys* on page 227 for more.

❧ **Pressing a Loop Key**
Loop Keys provide a user with one-touch access to the assigned Loop Group. Loop Groups can consist of one or more Line Groups.
   - See *Loop Keys* on page 233 for more.

❧ **Using Line Dial-Up**
With Line Dial-Up, a user can select a specific line by pressing **INTERCOM** and dialing the Line Dial-Up code (#9) followed by the line number (1-64).

❧ **Using Direct Line Access**
Direct Line Access allows a user to access a line by pressing **INTERCOM** and dialing the line's extension number (e.g., 101 for line 1, 102 for line 2. etc.).
   - See *Direct Line Access* on page 115 for more.

❧ **Dialing a Line Group Access Code**
User's can also place outside calls by pressing **INTERCOM** and dialing a Line Group Access Code (90-98).
   - See *Line Groups* on page 225 for more.

❧ **Line Group Routing**
If the system has Line Group Routing enabled, user's get the first available line when they press **INTERCOM** and dial 9.
   - See *Line Group Routing* on page 223 for more.

Dial Buffering

When placing an outside call, extension users can dial an unlimited number of digits. Users are assured that they can use services such as telephone banking without encountering restrictions imposed by the telephone system.

Store and Forward

Store and Forward is an alternate method of placing outside calls in which the system stores ("collects") the digits a user dials, waits for the user to finish dialing, and then redials the digits on the selected line. Store and forward provides Intercom dial tone to the caller as soon as they dial a line access code or press a loop key, similar to conventional ARS operation. When the user has completed dialing, the system will dial out the call over the connected line after 6 seconds or when the user dials #. Store and Forward can also be an advantage when connected to a T1 service that does not provide line dial tone.

Post dialing for Store and Forward calls is also available. After a user dials using Store and Forward, they can manually dial additional digits. The normal post dialing soft keys (such as **AUTO REDIAL** [**ALND**] for Auto Redial) are also enabled.

❧ Store and Forward does not apply to line keys, Direct Line Access, or line dial up (i.e., #9 plus the line number).

❧ You can use Account Codes with Store and Forward enabled (see *Operation* below).

Conditions
• Systems using Line Groups or Line Group Access should use the hybrid FCC registration number (i.e., the number that ends in MF-E). Look at the label on the bottom of your equipment cabinet for more information.
• Per FCC regulations, do not set *3103-01: Transmit Gain* (page 814) higher than 0 dB.

Default Setting
- Lines 1-12 ring on line keys 1-12 for extensions 300-315. All other extensions are lamp only for lines 1-12. Lines 13-64 do not appear on line keys.
- All extensions have full access on all lines.
- Line Group Routing (dial 9) is assigned to Line Group 90 (which contains lines 1-8). Dial 9 works by default. The outgoing line priority for the dial 9 group is as follows:
  Order 1 = line 8
  Order 2 = line 7
  Order 3 = line 6
  Order 4 = line 5
  Order 5 = line 4
  Order 6 = line 3
  Order 7 = line 2
  Order 8 = line 1
- Store and Forward is disabled.

Features

Central Office Calls, Placing

Programming

Basic Programming

1.	**Make sure each line's circuit type and loop length setting match the requirements of the connected service.**

1. In *3101-01: Line Type* (page 809), set the circuit type to match the connected service.
2. In *3101-03: DTMF Dialing* (page 811), indicate whether the line is DTMF (**1**) or Dial Pulse (**0**).
3. In *3103-03: Loop Length* (page 815) for analog lines only, set this option to compensate for the telco circuits loop length.
   - If the system is very close to the central office or behind a PBX, enter **1**.
   - For normal installations, enter **2**.

2.	**Review the system timers for compatibility with the connected service.**

1. Review the following timers:
   - *160x-Feature Timers* (page 669).
   - *161x-COI (Analog Line) Timers* (page 682).
   - *163x-T1/E1 Timers* (page 695).
   - *164x-T1 Specific Timers* (page 700).
   - *165x-E1 Specific Timers* (page 704).

3.	**Are the connected lines DTMF or Dial Pulse (DP)?**

1. If DTMF, check the settings in *1111-DTMF Setup* (page 608).
2. If analog Dial Pulse, check the settings in:
   - *1612-01: DP Break Timer* (page 685).
   - *1612-02: DP Make Timer* (page 685).
   - *1612-03: DP Interdigit Timer* (page 685).
3. If T1 Dial Pulse, check the settings in:
   - *1632-01: Transmit Dial Pulse Break Timer* (page 698).
   - *1632-02: Transmit Dial Pulse Make Timer* (page 698).
   - *1632-03: Transmit Dial Pulse Interdigit Timer* (page 698).

4.	**Set the line access options at extension for each line.**

1. For no incoming or outgoing access, in *2131-[01-64]: Line Access* (page 763) enter **0**.
2. For incoming access only, in *2131-[01-64]: Line Access* (page 763) enter **1**.
3. For outgoing access only, in *2131-[01-64]: Line Access* (page 763) enter **2**.
4. For full access, in *2131-[01-64]: Line Access* (page 763) enter **3**.

Access Code Options

1.	Should extension have single digit (dial 9) or 2-digit (90-98) access to outside Line Groups?

1. For single digit access:
    - In *1301-[01-10]: Function Type* (page 620), check to be sure the digit 9 is type **3** (Line Group).
    - In *1301-[01-10]: Expected Number of Digits* (page 620) for the digit 9, enter **1**.
    - In *2113-01: Dial 9 Group* (page 738), assign the Line Group the extension will reach when the user dials **9**.
2. For 2-digit access:
    - In *1301-[01-10]: Function Type* (page 620), check to be sure the digit 9 is type **3** (Line Group).
    - In *1301-[01-10]: Expected Number of Digits* (page 620) for the digit 9, enter **2**.
    - You can optionally set up the digit 9 for single digit access and another digit (e.g., 8) for 2-digit access.

2.	Should extension have Line Dial-Up capability?

1. If yes, in *2111-06: Line Dial Up* (page 732) enter **Yes**.
2. If no, in *2111-06: Line Dial Up* (page 732) enter **No**.

3.	Should 1 be the first digit in the Direct Line Access code?

1. If yes, leave the following at their default values:
    - *1301-[01-10]: Function Type* (page 620) for the digit 1.
    - *1301-[01-10]: Expected Number of Digits* (page 620) for the digit 1.
    - *1313-01: Line Extension Number* (page 625).
2. If no:
    - In *1301-[01-10]: Function Type* (page 620) for the new Direct Line Access digit, enter **2**.
    - In *1301-[01-10]: Expected Number of Digits* (page 620) for the new Direct Line Access digit, enter **3**.
    - In *1313-01: Line Extension Number* (page 625), assign the new line extension numbers.

Setting Up Line and Loop Keys

1.	Set up line and loop keys for an extension.

1. For line keys:
    - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **03**.
    - In *2121-[01 to 24]: Feature Key Data* (page 758), enter the line number (**1-64**).
    - ***If an extension doesn't have any line keys, you should assign Fixed or Switched Loop keys to make handling outside calls easier.***
2. For Fixed Loop keys:
    - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **01**.
3. For Switched Loop keys:
    - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **02**.
    - In *2121-[01 to 24]: Feature Key Data* (page 758), enter the Line Group number (**90-98**).

2.	Set up line keys for a DSS Console.

1. For line keys:
    - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **03**.
    - In *2402-[01-60]: DSS Console Key Data* (page 801), enter the line number (**1-64**).
    - Loop keys are not available on a DSS Console.

Setting Up Transmit and Receive Gain

1.	**While on an outside call, is a user's conversation transmitted to the caller at a comfortable level?**

1. If yes, leave *3103-01: Transmit Gain* (page 814) for the line at it's current value.
2. If no, in *3103-01: Transmit Gain* (page 814) adjust the line's transmit gain as required.

2.	**While on an outside call, is the conversation received by the user at a comfortable level?**

1. If yes, leave *3103-02: Receive Gain* (page 814) for the line at it's current value.
2. If no, in *3103-02: Receive Gain* (page 814) adjust the line's receive gain as required.
   - For a "hot" (high gain) line, decreasing the receive gain should improve Handsfree performance for keysets using that line.

Setting Up Store and Forward

1.	**Should the system use Store and Forward when placing outside calls?**

1. If yes:
   - In *3111-05: Store and Forward* (page 818), enter **Yes** for *every line* in the Line Group accessed by Store and Forward.
   - When Store and Forward is outdialing on DTMF lines, it uses the following settings:
     1111-03: Speed Dial DTMF Tone On (page 608)
     1111-04: Speed Dial DTMF Tone Off (page 610)
   - When Store and Forward is outdialing on analog Dial Pulse lines, it uses the following settings:
     1612-01: DP Break Timer (page 685)
     1612-02: DP Make Timer (page 685)
     1612-03: DP Interdigit Timer (page 685)
   - When Store and Forward is outdialing on T1 Dial Pulse lines, it uses the following settings:
     1632-01: Transmit Dial Pulse Break Timer (page 698)
     1632-02: Transmit Dial Pulse Make Timer (page 698)
     1632-03: Transmit Dial Pulse Interdigit Timer (page 698)
   - The setting of *1602-01: Interdigit Timer* (page 671) determines the interval the system waits, after the user has dialed their last digit, before dialing the call on the selected line.
2. If no, in *3111-05: Store and Forward* (page 818) enter **No**.

Other Related Features

Features

Account Codes (page 14)

You can use Store and Forward with Forced Account Codes.

Automatic Handsfree (page 30)

With Automatic Handsfree, an extension user can press a line key to place an outside call without first lifting the handset or pressing **SPEAKER**. Users without Automatic Handsfree can preselect a line key before lifting the handset or pressing **SPEAKER**.

Call Timer (page 55)

The Call Timer helps a user keep track of the time they spend on the phone.

Dial Number Preview (page 96)

Dial Number Preview allows an extension user to review a number before the system dials it out.

Direct Line Access (page 115)

Direct Line Access allows an extension user to seize an individual line and place a call without restriction.

Equal Access Compatibility (page 152)

The system is compatible with Equal Access numbers (e.g., 10-10-321).

Last Number Redial (page 219)

Easily redial the last number dialed.

Line Group Routing (page 223)

With Line Group Routing enabled, an extension user can dial 9 to place an outside call.

Line Keys (page 227)

Line Keys give a user one-touch access to specific lines.

Line Queuing / Line Callback (page 230)

An extension user can queue for a busy line, or queue and hang up to leave a callback for a busy line.

Loop Keys (page 233)

An extension user may also be able to press a Loop Key to place an outside call.

Save Number Dialed (page 298)

Save a number you dialed, then easily redial it later on.

Speed Dial (page 315)

You can store outside numbers in Speed Dial bins for quick access to frequently called numbers.

IntraMail Features

None

Operation

Placing Outside Calls Using Line Keys	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place an outside call over a specific line using a line key:	

1.	Lift handset.
2.	Press line key. • You hear dial tone on the line you select and the line key lights green. • To use loop keys for placing calls, see *Loop Keys* (page 233).
3.	Dial outside number.

Placing Outside Calls Using Line Dial-up or Direct Line Access	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place an outside call over a specific line using a Line Dial-up or Direct Line Access:	

1.	Lift handset.	
2.	Press **INTERCOM**.	
3.	Do one of the following:	
	a.	For Line Dial-up:
		Dial **#9** followed by the line number (e.g., 01 for line 1). • If you hear busy tone, you may be able to dial **2** to queue for the busy line.
	b.	For Direct Line Access:
		Dial **1** plus the line number (e.g., 01 for line 1). • If you hear busy tone, you may be able to dial **2** to queue for the busy line.
3.	Dial outside number.	

Placing Outside Calls Using Line Groups	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
• *By default, pressing Intercom and dialing 911 or lifting the handset and dialing 911 will not call emergency services.*	
To place an outside call over a Line Group:	

1.	Lift handset.
2.	Press **INTERCOM**.
2.	Dial the Line Group code (90-98). • If you hear dial tone as soon as you dial 9, your system has Line Group Routing enabled. See *Line Group Routing* (page 223).
3.	Dial outside number.

Using Store and Forward

Feature Name	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**
To place an outside call using Store and Forward:	

1.	Do one of the following.	
	a.	Press **INTERCOM** and dial **9**. • You may optionally be able to dial **90**-**98**.
	b.	Press a Switched Loop key + Dial Line Group number (**90-98**).
	c.	Press Fixed Loop key.
2.	Dial the outside telephone number.	
3.	When you have finished dialing, wait 6 seconds or dial **#** for the call to go though, • The stored number dials out.	

Using Store and Forward and Account Codes	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**
To place an outside call when both Store and Forward and Account Codes are enabled: • With Forced Account Codes for Toll Calls Only, you *do not* have to enter an Account Code for local calls. Just dial the call normally.	

1.	Do one of the following.		
	a.	Press **INTERCOM** and dial **9** (or optionally **90**-**98**).	
	b.	Press Switched Loop key + Dial the Line Group number (**90**-**98)**.	
	c.	Press Fixed Loop key.	
2.	Dial the outside telephone number.		
3.	Do one of the following.		
	a.	Wait for three beeps (Forced Account Codes only).	
	b.	**[Account Code]** **[ACCT]**	Select Account Code soft key.
	c.	Press your Account Code Feature Key.	
4.	Enter the Account Code.		
5.	Do one of the following.		
	a.	Wait 6 seconds.	
	b.	**[Account Code]** **[ACCT]**	Select Account Code soft key.
	c.	Press your Account Code Feature Key.	
	d.	Dial #.	

Check Key

Description

Quickly check keyset and DSS Console Feature Key assignments.

A keyset user can use the **CHECK** key to check keyset and DSS Console Feature Key assignments and Personal Speed Dial bin names.

Conditions
- None

Default Setting
- Enabled

Programming

None

Other Related Features

Features

Direct Station Selection (DSS) Console (page 120)
  Check DSS Console Feature Key assignments.
Feature Keys (page 169)
  Check Feature Key assignments.
Speed Dial (page 315)
  Check Personal Speed Dial bin assignments.

IntraMail Features

None

Operation

Checking Feature Key Assignments	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To check a Feature Key assignment:	

1.	Press **CHECK**.
2.	Press the Feature Key on keyset or DSS Console.
3.	Do one of the following.
a.	Press another Feature Key to check.
b.	Press **SPEAKER** to exit the check mode.

Checking Personal Speed Dial Bin Name and Number (22-Button and 34-Button 3-Line Keysets Only)	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To check a Personal Speed Dial name and number:	

1.	Press **CHECK**.
2.	Do one of the following.

		Checking Personal Speed Dial Bin Name and Number (22-Button and 34-Button 3-Line Keysets Only)	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
	a.	Press the Personal Speed Dial bin key once to display the name for the lower numbered bin. • For example, pressing bin 1 in this step displays the name for 701.	
	b.	Press the Personal Speed Dial bin key a second time to display the number stored in the lower numbered bin. • For example, pressing bin 1 in this step displays the number stored for 701.	
	c.	Press the Personal Speed Dial bin key a third time to display the name for the higher numbered bin. • For example, pressing bin 1 in this step displays the name stored for 711.	
	d.	Press the Personal Speed Dial bin key a fourth time to display the number stored in the higher numbered bin. • For example, pressing bin 1 in this step displays the number stored for 711.	
3.		Press another key or **SPEAKER** to exit the check mode.	

Features

Class of Service

Description

Customize features and options for extensions and outside lines.

Class of Service (COS) sets various features and options for extensions and outside lines. The system allows any number of extensions and lines to share the same Class of Service. The Class of Service options are provided by the following programs:

❧ **140x-Station Options**
- *1401-Features* (page 628)
- *1402-Access* (page 633)
- *1403-SLT's (Single Line Telephone Options)* (page 635)
- *1404-Caller ID* (page 638)
- *1405-Distinctive Ringing* (page 641)
- *1406-Call Forwarding Options* (page 643)
- *1407-Paging* (page 644)

❧ **141x-Line Options**
   1411-Access (page 647)

Conditions
- None.

Default Setting
- Extension 300 has Class of Service 1. All other extensions have Class of Service 2.
- All lines have Class of Service 1.

Programming

| 1. | **Make a unique Class of Service (1-15) for each set of features and options the site requires.** |

1. In *140x-Station* (page 628), set up Class of Service options for stations.

2. In *141x-Line* (page 647), set up Class of Service options for lines.

| 2. | **Assign Class of Service to extensions and lines.** |

1. For extensions, assign Class of Service in *2102-01: Class of Service* (page 724).

2. For lines, assign Class of Service in *3102-01: Line Class of Service* (page 813).

Other Related Features

Features
Attendant Position (page 24)
> By default, the system assigns Class of Service 1 to the attendant. This provides the attendant with Barge In, Call Forwarding Off Premise, Direct Line Access, Forced Line Disconnect, Night Service, and Line Queuing (Camp-On) capability.

IntraMail Features
None

Operation

None.

Description

A user can set up a multiple-party telephone meeting without leaving the office.

Conference lets an extension user add additional inside and outside callers to their conversation. The following table shows the system's Conference capacities:

Description	Capacity
Conference circuits	32
Maximum simultaneous users in Conference (total of all Conferences system-wide)	32
Maximum simultaneous conferences	8
Maximum parties in any one Conference (lines and/or extensions)	8

The system's 32 Conference circuits are dynamically allocated as users request them.

Conditions
• None.

Default Setting
• Conference enabled.

Programming

None

Other Related Features

Features

Hold (page 202)
    If an extension user places a Conference on Hold, no other participants can place the Conference on Hold, split it, or terminate it.

Off-Hook Signaling (page 255)
    After hearing off-hook signals, an extension user can Conference their active call with the waiting call.

Reverse Voice Over (page 289)
    An extension user cannot add an incoming Reverse Voice Over call to a Conference.

Single Line Telephones (page 305)
    Single line telephones can use Conference.

Voice Over (page 385)
    An extension user cannot Voice Over to a co-worker busy on a Conference call.

The following features also allow different types of multiple party calls:

- *Barge In (Intrusion)* (page 36)
- *Group Listen* (page 187)
- *Meet-Me Conference* (page 236)
- *Monitor / Silent Monitor* (page 243)
- *Privacy Release Groups* (page 278)
- *Tandem Calls / Unsupervised Conference* (page 341)

IntraMail Features

None

Conference

Operation

Setting up a Conference			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To set up a Conference:			
1.	Establish an Intercom or outside call.		
2.	Press **CONF**. • Your hear Intercom dial tone. • Your caller hears Music on Hold (if installed) while they wait for you to set up the Conference.		
3.	Do one of the following:		
	a.	Dial extension you want to add.	
	b.	Place or answer an outside call.	
	c.	Retrieve a call from Park Orbit.	
4.	Press **CONF** to set up the Conference. • If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit.		
5.	Repeat steps 2-4 to add additional parties to your Conference. You can also do one of the following.		
	a.	To optionally place a Conference on Hold:	
			Press **HOLD**.
	b.	To reinstate the Conference on Hold.	
			Press **CONF**.

Exiting a Conference	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To exit a Conference without affecting the other parties:	
1.	Hang up. • The remaining parties can continue their conversation uninterrupted. • If you were in Conference with two outside lines, this may set up a tandem call. Refer to *Tandem Calls / Unsupervised Conference* (page 341) for more.

Using Conference at a Single Line Telephone	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To use Conference at a single line telephone:	
1.	Establish an Intercom or outside call.
2.	Hookflash and dial the extension or outside line you want to add.
3.	Hookflash and dial #10 to set up the Conference. • If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit.
4.	Repeat steps 2 and 3 to add additional parties to your Conference.

Description

Turn to *Meet-Me Conference* (page 236).

Conference, Unsupervised

Description

Turn to *Tandem Calls / Unsupervised Conference* (page 341).

Description

Turn to *Volume, Brightness, and Contrast Controls* (page 388).

Cordless Telephone

Description

Provides cordless mobility and a rich feature set for employees away from their desks.

The DSX Cordless Lite II Telephone (P/N 730087) is a 900 Mhz digital narrow band FM cordless telephone that provides mobility, flexibility and convenience for those who spend much of the workday away from their desk. Fully integrated with the DSX system, the DSX Cordless Lite II Telephone offers many standard features such as Call Forwarding, Call Coverage, Hotline, and Voice Mail. Complemented by 4 fully programmable function keys (with LEDs), the DSX Cordless Lite II Telephone achieves a whole new level of convenience and mobility. An easy-to-read 16-character by 2-line LCD display (with four status icons), volume controls, a rechargeable Nickel Metal Hydride Battery Pack, and a handy belt clip round out the elegant and affordable DSX Cordless Lite II Telephone.

Conditions
- None.

Default Setting
- N/A.

Programming

The DSX Cordless Lite II Telephone auto-IDs in *2101-01: Station Type* (page 719) with circuit type **08**. No additional programming is required.

Other Related Features

Refer to the *DSX Cordless Lite II Telephone User Guide* (P/N 1093092).

Operation

Refer to the *DSX Cordless Lite II Telephone User Guide* (P/N 1093092).

Description

Delayed Ringing helps co-workers cover each other's unanswered calls.

Delayed Ringing allows a line to start ringing a preset interval *after* the call starts flashing a line key. This is helpful for co-workers that cover each other's calls. For example, a secretary can have Delayed Ringing for the lines that ring the boss's telephone. If the boss doesn't answer after the Delayed Ringing interval, the call will start ringing the secretary's extension.

Conditions
- None.

Default Setting
- Lines 1-8 immediately ring on line keys 1-8

Programming

1. **Should a line have delayed ringing at an extension?**

   1. If yes:
- In *2132-[01-64]: Line Ringing* (page 764), enter **4**.
- In *1604-01: Delay Ring Timer* (page 678), set the delay ring interval to meet the site requirements.

   2. If no, in *2132-[01-64]: Line Ringing* (page 764) select one of the other ringing options:
- **1** = Lamp only day and night
- **2** = Immediate ring day and night
- **3** = Immediate ring night, lamp only day

Other Related Features

Features
Call Coverage Keys (page 40)
    Delayed Ringing is also available for Call Coverage Keys.

Distinctive Ringing (page 135)
    You can set up Delayed Ringing to ring with a distinctive tone.

Private Line (page 280)
    Consider having Delayed Ringing for Private Lines. Users with Delayed Ringing will ring for the Private Line only if it is not answered.

IntraMail Features
None

Operation

None

Dial Number Preview

Description

Dial Number Preview helps the user avoid dialing errors.

Dial Number Preview lets a display keyset user dial and review a number before the system dials it out.

Conditions
- None.

Default Setting
- Enabled

Programming

None

Other Related Features

Features

Central Office Calls, Placing (page 78)

Dial Number Preview allows an extension user to review a number before the system dials it out.

IntraMail Features

None

Operation

Using Dial Number Preview	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To dial using Dial Number Preview:	
1.	Do not lift the handset and do not press **SPEAKER** or **INTERCOM**.
2.	Dial *****. • Your display shows: **DIAL PREVIEW**.
3.	Dial the number you want to call. • Your display shows the digits for your call.
4.	Press a line key. • Your call will dial out on the line selected.

Editing the Displayed Number	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To correct the displayed digits before dialing them out:	
1.	Press **Volume Up** or **Volume Down** until the cursor replaces the digit you want to change. • **Volume Up** moves the cursor left; **Volume Down** moves the cursor right.
2.	Dial the digit that you want to replace the cursor.
3.	Do one of the following.
	a.	Press **Volume Up** or **Volume Down** to place the cursor over any other digits you want to edit.
	b.	Press **Volume Down** until the entire number displays to the left of the cursor. • The system will only dial the digits to the left of the cursor.

Editing the Displayed Number	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**
4. Press a line key to have the system automatically dial the displayed number.	

Dial Number Preview Editing Example	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**
To replace 2049265410 with 2039265400:	
1. Dial ***** followed by **2049265410**. You see: **2049265410-**	
2. Press **Volume Up** until you see: **20-9265410**	
3. Dial **3**. You see: **203-265410**	
4. Press **Volume Down** until you see: **20392654-0**	
5. Dial **0**. You see: **203926540-**	
6. Press **Volume Down** until the entire number displays to the left of the cursor. You see: **2039265400-**	
7. Press line key to dial number.	

Features *(vertical tab marker)*

Dial Tone Detection

Description

You can set up the system to detect CO dial tone.

The system can optionally detect precise CO dial tone for automatically dialed outside calls (such as Speed Dial and Auto Redial calls). With Dial Tone Detection enabled for a line, the system will monitor the line when initially seized for valid dial tone or stutter dial tone. If valid EIA/TIA dial tone is detected, the system outdials the call on the line. If dial tone is not detected within 2 seconds, the system will try the next available line in the same line to which the initial line belongs. If another line in the group is not available, the user hears busy tone. Dial Tone Detection *does not* apply to manually dialed outside calls.

If Dial Tone Detection is disabled, the system waits 500mS after line seizure and then outdials the number.

If enabled, Dial Tone Detection applies to the following types of outside calls:

- Auto Redial (initial line seizure)
- Caller ID (callbacks)
- Last Number Redial
- Call Forwarding Off Premise
- Save
- Speed Dial

Conditions
- None.

Default Setting
- Disabled.

Programming

1. Should a line have dial tone detection enabled?

1. If yes, in *3111-03: Dial Tone Detection* (page 817) enter **Yes**.
2. If no, in *3111-03: Dial Tone Detection* (page 817) enter **No**.

Other Related Features

Features

Dial Tone Detection applies to the following features:

- *Auto Redial* (page 28)
- *Call Forwarding Off Premises* (page 51)
- *Caller ID Logging* (page 68)
- *Last Number Redial* (page 219)
- *Save Number Dialed* (page 298)
- *Speed Dial* (page 315)

IntraMail Features

None

Operation

None

Description

Directly dial system extensions from outside the system.

Direct Inward Dialing (DID) lets outside callers directly dial system extensions. DID saves time for callers who know the extension number they wish to reach. To place a DID call, the outside caller dials the local exchange (NXX) and additional digits to ring the telephone system extension. For example, DID number 926-5400 can directly ring extension 400. The caller does not have to rely on an attendant or receptionist to handle the call. Direct Inward Dialing is an efficient way to handle incoming calls, since callers can reach a large block of extensions over a relatively small number of DID lines. Direct Inward Dialing requires a T1 PCB and T1 DID service with a block (range) of DID numbers from the telco.

For outgoing calls, DID lines operate identically to loop start lines.

In addition to direct dialing of system extensions, DID provides:

❧ **DID Dialed Number Translation**
The system provides a 100-entry DID Translation Table. This table gives you more flexibility when buying DID service from the telco. If you can't buy the exact block of numbers you need (e.g., 300-399), use the translation table to convert the digits received. For example, a translation table could convert digits 500-599 to extension numbers 300-399.

By default, the system uses the last 2 digits of the received DID number to route to extensions 300-399.

❧ **Flexible DID Service Compatibility**
You can program the system to be compatible with DID service of varying lengths (up to 8 digits). DID service is typically 3 or 4 digits long. With 4 digit service, the telco sends 4 digits to the system for translation. With 3 digit service, the telco sends 3 digits to the system for translation. Be sure to set up your system for compatibility with the provided telco service. Additionally, the system is compatible with Dial Pulse (DP) and DTMF DID signaling. DID lines can be either wink start or immediate start.

By default, there are no DID lines programmed.

❧ **DID Station Intercept**
DID Station Intercept automatically reroutes DID calls under certain conditions. There are 3 types of DID Station Intercept:
 - Busy/DND Intercept
   If a caller dials an extension that is busy or in Do Not Disturb, the system routes the call to the extension's programmed DID Station Intercept destination.
 - Ring No Answer Intercept
   If a caller dials an extension that is unanswered, the system routes the call to the extension's programmed DID Station Intercept destination.
 - Busy/DND and Ring No Answer Intercept
   If a caller dials an extension that is busy, in Do Not Disturb, or is unanswered, the system routes the call to the extension's programmed DID Station Intercept destination.

By default, DID Station Intercept is disabled for all extensions.

❧ **Line Overflow**
If an incoming DID call is not answered at the destination extension or at the programmed intercept destination, it routes according to Line Overflow. This ensures that the call has an answering point in the system. Line Overflow typically routes to voice mail or to an extension. If the call is not answered at the overflow extension, it normally diverts to Key Ring. If Line Overflow is disabled, an unanswered DID call routes to Key Ring (and cannot overflow).

By default, Line Overflow is disabled. Unanswered calls route to Key Ring (and cannot overflow).

❧ **Vacant Intercept**
If a caller misdials or dials an extension that does not exist, or there is a DID Translation Table error, Vacant Intercept handles the call routing. Vacant Intercept is always enabled. Since Line Overflow is disabled by default, Vacant Intercept by default routes to Key Ring (and cannot overflow).

Direct Inward Dialing

- If the telco doesn't send any digits into the system, or
  If the digits sent by the telco don't correspond to a DID Translation Table entry, or
  If the destination extension is out of service:
  The call follows the *3112-Termination* routing for the line. This includes the settings for Day Termination, Day Overflow, Night Termination, and Night Overflow. The call is handled the same as an analog line and follows the normal system timers.

- If the digits sent by the telco have a DID Translation Table entry with no corresponding destination programmed:
  No routing occurs and the caller hears busy tone.

❧ **DID Camp-On**

DID Camp-On sets what happens to DID calls to busy extensions when you have Busy/DND Intercept disabled. With DID Camp-On enabled, a call to a busy extension camps-on to the extension. Without DID Camp-On, the caller to the busy extension just hears busy tone (or follows the intercept programming if enabled).

By default, DID Camp-On is disabled.

❧ **DID Routing to Voice Mail**

If a DID call is unanswered and is eventually routed to voice mail, it will route to the mailbox of the initial DID destination. This is true regardless of whether the call routed to voice mail via DID Line Overflow, Call Forwarding, or Extension Hunting.

ANI/DNIS Support

The system is compatible with telco's T1 Automatic Number Identification (ANI) and Dialed Number Information Service (DNIS) services. ANI/DNIS services can be provided on T1 loop start, ground start, and DID lines (but not E&M). ANI/DNIS Compatibility provides:

❧ **Selectable Receive Format**

You can set up the system for compatibility with any combination of ANI, DNIS and Dialed Number (Address) data provided by the telco.

❧ **Flexible Routing**

The system can route the incoming call based on the received DNIS data and the entries stored in the DID Translation Table.

❧ **Caller ID**

The system can use the received ANI data to display the caller's number on the called extension's display. The ANI data can be up to 10 digits long. (Note that the T1 PCB can alternately receive normal FSK-based Caller ID if provided by the telco, but cannot route on that data.)

Conditions
• None

Default Setting
• Disabled

DID Call Handling

The following steps illustrate how the system handles DID calls when the call *is not* intercepted by an extension's Call Forwarding or Extension Hunting.

Basic DID Call Handling

1.	Is telco sending incorrect digits, or is there a DID Translation Table programming error?

1. If yes:

   <u>Vacant Intercept</u>

   The call normally follows the following Line Overflow programming.
   - *3112-01: Direct Termination in the Day* (page 819)
   - *3112-02: Enable Day Overflow* (page 819)
   - *3112-03: Day Overflow Destination* (page 820)
2. If no, go to the next step for routing.

2.	Is the destination extension allowed to receive DID calls?

1. If yes, go to the next step for routing.
   - This occurs when *1401-08: Receive DID Calls* (page 630) is **Yes**.
2. If no, the call immediately follows Line Overflow.
   - This occurs when *1401-08: Receive DID Calls* (page 630) is **No**.

3.	Is the destination extension available?

1. If yes, the call rings the destination extension.
   - If unanswered, go to the next step for routing.
2. If no, go to the next step for routing.

4.	Is Station Intercept programmed?

1. If yes <u>and the intercept condition is met</u>, the call routes to the Station Intercept destination set up in:
   - *2115-02: DID Station Intercept Type* (page 748).
   - *2115-02: DID Station Intercept Destination* (page 748).
2. If yes <u>and the intercept condition is not met</u>, go to the next step for routing.
3. If no, go to the next step for routing.

5.	Is DID Camp-On programmed (*1401-09: Receive DID Camp-On* (page 631) = Yes)**?**

1. If yes:
   - If the extension is unanswered, the call follows Line Overflow.
   - If the extension is busy or in DND, the call camps-on and then follows Line Overflow.
2. If no:
   - If the extension is unanswered, the call follows Line Overflow.
   - If the extension is busy or in DND, the call won't go through (i.e., caller hears busy).

Direct Inward Dialing

How Call Forwarding and Extension Hunting Interact with DID Calls

The following chart summarizes how the system handles unanswered DID calls when Call Forwarding and/or Extension Hunting are enabled at an extension. For the specific routing details, see:

❧ *DID Call Handling with Call Forwarding and Extension Hunting* (page 103).

❧ *DID Station Intercept and Line Overflow* (page 105).

Priority 1	**Call Forwarding**	If the call is unanswered, the system checks the highest priority routing choice first (i.e., Call Forwarding).
Priority 2	**Extension Hunting**	If the highest priority routing choice is not set up to handle the call condition, the system checks the next lower choice. For example, if an extension has Ring No Answer Forwarding enabled and the call routes to that extension while it is busy, the system will then check Extension Hunting.
Priority 3	**DID Station Intercept**	If Extension Hunting is disabled or not set up to handle the call condition, the system checks DID Station Intercept.
Priority 4	**Line Overflow**	If no there routing choices are found, the call will follow Line Overflow.
Priority 5	**Key Ring**	If Line Overflow is disabled, the call will go to Key Ring (with no overflow).

DID Call Handling with Call Forwarding and Extension Hunting

The following two tables show the detailed interaction between Call Forwarding and Extension Hunting for unanswered DID Calls. These interactions occur when an extension user enables Call Forwarding and their extension is already part of an Extension Hunting group.

Call Forwarding and Type 1 (Ring No Answer Line) Extension Hunting			
Forwarding Type	**Destination Extension**		
	Ring No Answer	**Busy**	**In DND**
Busy/No Answer ***32**	• DID call rings destination. • If unanswered, it rings the forwarding destination. • If still unanswered, call routes to Line Overflow.	• DID call rings forwarding destination. • If unanswered, call routes to Line Overflow.	
Immediate ***34**	• DID call immediately rings forwarding destination. • If unanswered, call routes to Line Overflow		
No Answer ***36**	• DID call rings destination. • If unanswered, it rings the forwarding destination. • If still unanswered, call routes to Line Overflow.	• DID call Camps-On to destination. • If unanswered, it rings the forwarding destination. • If still unanswered, call routes to Line Overflow.	
Forwarding Off ***30**	• DID call rings destination. • If unanswered, it rings the hunt destination. • If still unanswered, call routes to Line Overflow.	• DID call Camps-On to destination. • If unanswered, it rings the hunt destination. • If still unanswered, call routes to Line Overflow.	
Call Forwarding and Type 2 (Ring No Answer / Busy Line) Extension Hunting **and** **Call Forwarding and Type 3 (Ring No Answer / Busy All) Extension Hunting** **and** **Call Forwarding and Type 4 (Busy Line) Extension Hunting**			
Busy/No Answer ***32**	• DID call rings destination. • If unanswered, it rings the forwarding destination. • If still unanswered, call routes to Line Overflow.	• DID call rings forwarding destination. • If unanswered, call routes to Line Overflow.	
Immediate ***34**	• DID call immediately rings forwarding destination. • If unanswered, call routes to Line Overflow		

Direct Inward Dialing

Call Forwarding and Type 1 (Ring No Answer Line) Extension Hunting			
Forwarding Type	**Destination Extension**		
	Ring No Answer	**Busy**	**In DND**
No Answer ***36**	• DID call rings destination. • If unanswered, it rings the forwarding destination. • If still unanswered, call routes to Line Overflow.	• DID call rings the hunt destination. • If unanswered, call routes to Line Overflow.	
Forwarding Off ***30**	• DID call rings destination. • If unanswered: - Type 2 and 3 ring the hunt destination. - Type 4 rings the station intercept destination (if programmed). • If still unanswered, call routes to Line Overflow.		
• All Camp-On and Ring No Answer intervals are set by the *1601-02: DIL No Answer Timer* (page 669).			

DID Station Intercept and Line Overflow

The following table shows the detailed interaction between DID Station Intercept and Line Overflow for unanswered DID Calls. These interactions occur when an extension has DID Station Intercept enabled, the DID line has Line Overflow enabled, and the call is not intercepted by either Call Forwarding or Extension Hunting.

DID Station Intercept and Line Overflow				
Station Intercept	**DID Camp-On**	**Destination Extension**		
		Ring No Answer	**Busy**	**In DND**
None (0)	**1** (Enabled)	• If unanswered, call routes to Line Overflow.	• Call Camps-On to extension. • If unanswered, call routes to Line Overflow.	
	0 (Disabled)	• If unanswered, call routes to Line Overflow.	• Caller hears busy tone and call does not reroute.	
Busy / DND (1)	**1** (Enabled)	• If unanswered, call routes to Line Overflow.	• Call Camps-On to extension. • If unanswered, call routes to Line Overflow.	• Call routes to intercept destination. • If unanswered, call routes to Line Overflow.
	0 (Disabled)	• If unanswered, call routes to Line Overflow.	• Call routes to intercept destination. • If unanswered, call routes to Line Overflow.	
Ring No Answer (2)	**1** (Enabled)	• If unanswered, call routes to intercept destination. • If still unanswered, call routes to Line Overflow.	• Call Camps-On to extension. • If unanswered, call routes to Line Overflow.	
	0 (Disabled)	• If unanswered, call routes to intercept destination. • If still unanswered, call routes to Line Overflow.	• Caller hears busy tone and call does not reroute.	
Busy / Ring No Answer (3)	**1** (Enabled)	• If unanswered, call routes to intercept destination. • If still unanswered, call routes to Line Overflow.	• Call Camps-On to extension. • If unanswered, call routes to intercept destination. • If still unanswered, call routes to Line Overflow.	• If unanswered, call routes to intercept destination. • If still unanswered, call routes to Line Overflow.
	0 (Disabled)	• If unanswered, call routes to intercept destination. • If still unanswered, call routes to Line Overflow.	• Call routes to intercept destination. • If unanswered, call routes to Line Overflow.	
• All Camp-On and Ring No Answer intervals are set in *1601-02: DIL No Answer Timer* (page 669).				

Direct Inward Dialing

Programming

Basic Programming

1.	**Set the circuit type for each DID line.**

1. Be sure your T1 PCB is installed and connected and that your telco is providing T1 DID service.

2. In *3101-01: Line Type* (page 809), enter the correct circuit type for each DID line:
   - **03** for DID Wink Start
   - **04** for DID Immediate Start

3. In *3101-03: DTMF Dialing* (page 811), indicate whether the line is DTMF (**1**) or Dial Pulse (**0**).

4. If your telco provides DID service using E&M Wink Start DTMF signaling, choose circuit type 03 (DID Wink Start) and enable *3101-03: DTMF Dialing*.

2.	**Specify the number of incoming DID digits you expect to receive from the telco.**

1. In *3301-01: Number of DID Digits* (page 834), specify the number of incoming DID digits expected from the connected DID service.
   - By default, the system expects to receive three DID digits from the connected service.

3.	**Set up the DID Translation Table.**

1. Use the following programs to set up DID Translation:
   - *3302-01: Incoming DID Digits* (page 836)
     (The default entry of *** means the system accepts any three digits.)
   - *3302-01: Day Translation Destination* (page 836)
     (The default entry of 3** means the system routes to an extension in the day mode according to the last two digits dialed.)
   - *3302-01: Night Translation Destination* (page 836)
     (The default entry of 3** means the system routes to an extension in the night mode according to the last two digits dialed.)

4.	**Should the extension be allowed to receive DID calls?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

2. If yes, in *1401-08: Receive DID Calls* (page 630) enter **Yes**.

3. If no, in *1401-08: Receive DID Calls* (page 630) enter **No**.

5.	**Do the T1 lines provide ANI/DNIS services?**

1. If yes:
   - In *3121-01: Caller ID Type* (page 825), enter **3** to enable ANI-based Caller ID for the line.
   - In *3121-02: ANI/DNIS Format* (page 825), specify the type of ANI/DNIS data received from the telco:
     - **0** for No ANI/DNIS data
     - **1** for ANI
     - **2** for *ANI*
     - **3** for *DNIS*
     - **4** for *ANI*DNIS*
   - In *3121-03: ANI/DNIS Delimiter* (page 826), indicate the type of ANI delimiter provided by the telco (*for options 2-4 above only*). The delimiter can be any character 0-9, #, or *. Normally, the delimiter is *.

- In *3121-04: Number of ANI Digits* (page 826), specify the number of digits the telco provides in the ANI number (***for option 1 above only***). This program does not apply to options 2-4 above.

  2. If no, in *3121-01: Caller ID Type* (page 825) ***do not*** enter **3** to enable ANI-based Caller ID for the line.

DID Overflow, Camp-On, and Intercept Options

1.	Should the system provide Line Overflow for the DID line during the day?

  1. If yes:
- In *3112-02: Enable Day Overflow* (page 819), enter **Yes**.
- In *3112-03: Day Overflow Destination* (page 820) enter the day overflow destination. The destination can be:
  - An extension
  - A UCD Group master number
  - The voice mail master number
  - A Ring Group master number
  - Key Ring (by pressing **CLEAR**)
- Overflow occurs after the *1601-01: Line No Answer Timer* (page 669) interval.

  2. If no, in *3112-02: Enable Day Overflow* (page 819) enter **No**.
- When disabled, an unanswered DID call during the day diverts to Key Ring without overflow (unless intercepted by other features).
- The call diverts to Key Ring after the *1601-01: Line No Answer Timer* (page 669) interval.

2.	Should the system provide Line Overflow for the DID line at night?

  1. If yes:
- In *3112-05: Enable Night Overflow* (page 820), enter **Yes**.
- In *3112-06: Night Overflow Destination* (page 821) enter the night overflow destination. The destination can be:
  - An extension
  - A UCD Group master number
  - The voice mail master number
  - A Ring Group master number
  - Key Ring (by pressing **CLEAR**)
- Overflow occurs after the *1601-01: Line No Answer Timer* (page 669) interval.

  2. If no, in *3112-05: Enable Night Overflow* (page 820) enter **No**.
- When disabled, an unanswered DID call at night diverts to Key Ring without overflow (unless intercepted by other features).
- The call diverts to Key Ring after the *1601-01: Line No Answer Timer* (page 669) interval.

3.	Should an extension have DID Station Intercept?

  1. If yes:
- In *2115-02: DID Station Intercept Destination* (page 748), assign the extension's DID Station Intercept destination (e.g., an extension, UCD Group master number, voice mail master number, or Ring Group master number).
- In *2115-02: DID Station Intercept Type* (page 748), set the condition that will cause DID Station Intercept to occur.
  - **1** = Busy/DND overflow
  - **2** = Ring No Answer overflow
  - **3** = Busy/DND/Ring No Answer overflow

  2. If no, in *2115-02: DID Station Intercept Type* (page 748) enter **0**.

Direct Inward Dialing

4.	**Does an unanswered extension ring the correct amount of time before DID Station Intercept or Line Overflow occurs?**

1. If yes, leave *1601-02: DIL No Answer Timer* (page 669) at its current value.

2. If no, adjust *1601-02: DIL No Answer Timer* (page 669) as required.

5.	**Should DID calls be allowed to Camp-On to an extension?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

2. If yes, in *1401-09: Receive DID Camp-On* (page 631) enter **Yes**.

3. If No, in *1401-09: Receive DID Camp-On* (page 631) enter **No**.

Other Related Features

Features

Extension Hunting (page 154)

Extension Hunting has priority over DID Station Intercept and DID Line Overflow. For example, if an extension has a Type 3 (Ring No Answer/Busy All) hunt to voice mail and a Type 3 DID Station Intercept to the operator, unanswered calls will route to voice mail. See the *IntraMail System Guide* for more on *Extension Hunting to Voice Mail*.

T1 Lines (page 338)

T1 provides advanced digital calling and simplifies installation. T1 lines are required for Direct Inward Dialing.

Tie Lines (page 344)

Link two systems together for inter-system Intercom calling and other features.

Transfer (page 358)

Transfer recalls do not follow DID Station Intercept.

IntraMail Features

None

Operation

None.

Description

A DIL lets an employee know which calls are just for them.

A Direct Inward Line (DIL) is a line that rings an extension directly. Since DILs only ring one extension, employees always know which calls are for them. For example, a company operator can have a Direct Inward Line for International Sales Information. When outside callers dial the DIL's phone number, the call rings the operator on the International Sales line key. The DIL does not ring other extensions.

Assigning a DIL to an extension automatically provides immediate ringing and incoming access for the line, with no additional programming required.

A DIL can ring:

❧ Extension numbers (including the attendant's extension)

❧ Ring Group master numbers

❧ UCD Group master numbers (including the voice mail master number)

Night Mode Control

The extension to which the line is terminated controls the night mode of the line. For example, if extension 301 has line 1 assigned as a DIL, the user can press **DND** to switch line 1 to its night routing destination. Switching line 1 to night mode at extension 301 has no affect on the night mode of the system. This flexibility could allow a service dispatcher with several DILs to independently send lines to their night destinations without affecting the night mode of the entire system.

Overflow for Direct Inward Lines

If unanswered, DIL calls can route to a programmed overflow destination. The overflow destination can be an extension, Ring Group, UCD Group or voice mail (i.e., DIL destination's mailbox). You can set up separate DIL overflow destinations for the day mode and at night. If unanswered at the overflow destination, the call diverts to Key Ring.

Conditions
• None

Default Setting
• No DILs assigned.

Direct Inward Line

Programming

Basic Programming

1.	**Check the DIL's circuit type.**

1. In *3101-01: Line Type* (page 809), check to be sure the line's circuit type matches the connected service.
2. In *3101-03: DTMF Dialing* (page 811), indicate whether the line is DTMF (**1**) or Dial Pulse (**0**).

2.	**Assign the DIL day and night mode terminations (answering points).**

1. In the day:
   - In *3112-01: Direct Termination in the Day* (page 819), assign the DIL day mode termination. The assignment can be:
   - An extension
   - A UCD Group master number
   - The voice mail master number
   - A Ring Group master number
2. At night:
   - In *3112-04: Direct Termination at Night* (page 820), assign the DIL day mode termination. The assignment can be:
   - An extension
   - A UCD Group master number
   - The voice mail master number
   - A Ring Group master number

3.	**Set up night keys for the DIL.**

1. For a line terminated to Key Ring or a Ring Group master number during the day:
   - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **18**.
   - In *2121-[01 to 24]: Feature Key Data* (page 758), press **CLEAR**.
2. For a line terminated to a UCD Group master number or voice mail during the day:
   - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **18**.
   - In *2121-[01 to 24]: Feature Key Data* (page 758), enter the UCD Group or voice mail master number.
3. For a line terminated to the extension during the day:
   - Use the **DND** key.
4. Be sure the extension has the ability to put the system in the Night Mode.
   - In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
   - In *1402-05: Activate Night Mode* (page 634), enter **Yes**.

DIL Overflow

1.	**Should an unanswered DIL overflow during the day?**

1. If yes:
- In *3112-02: Enable Day Overflow* (page 819) enter **Yes**.
- In *3112-03: Day Overflow Destination* (page 820) enter the day overflow destination. The destination can be:
  - An extension
  - A UCD Group master number
  - The voice mail master number
  - A Ring Group master number
  - Key Ring (by pressing **CLEAR**)

2. If no, in *3112-02: Enable Day Overflow* (page 819) enter **No**.

2.	**Should an unanswered DIL overflow at night?**

1. If yes:
- In *3112-05: Enable Night Overflow* (page 820) enter **Yes**.
- In *3112-06: Night Overflow Destination* (page 821) enter the night overflow destination. The destination can be:
  - An extension
  - A UCD Group master number
  - The voice mail master number
  - A Ring Group master number
  - Key Ring (by pressing **CLEAR**)

2. If no, in *3112-05: Enable Night Overflow* (page 820) enter **No**.

3.	**If a DIL to an extension is unanswered, does it divert to its overflow destination after the proper interval?** -If DIL overflow is disabled, the call diverts to Key Ring after this interval. -This interval also sets how long a call rings the overflow destination before diverting to Key Ring.

1. If yes, leave *1601-02: DIL No Answer Timer* (page 669) at its current value.

2. If no, set *1601-02: DIL No Answer Timer* (page 669) as required.

4.	**If a DIL to a Ring Group is unanswered, does it divert to its overflow destination after the proper interval?** -If DIL overflow is disabled, the call diverts to Key Ring after this interval.

1. If yes, leave *1601-01: Line No Answer Timer* (page 669) at its current value.

2. If no, set *1601-01: Line No Answer Timer* (page 669) as required.

5.	**If a DIL to a UCD Group or voice mail is unanswered, optionally set up UCD Overflow.**

1. Turn to *Extension Hunting* (page 154) for more on how to set up UCD Overflow.

Direct Inward Line

Setting Up Line and Loop Keys

1.	Set up line or loop key for the DIL.

    1. For line keys:
- In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **03**.
- In *2121-[01 to 24]: Feature Key Data* (page 758), enter the DIL line number (**1-64**).
- ***If an extension doesn't have any line keys, you should assign Fixed or Switched Loop keys to make handling outside calls easier.***

    2. For Fixed Loop keys:
- In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **01**.

    3. For Switched Loop keys:
- In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **02**.
- In *2121-[01 to 24]: Feature Key Data* (page 758), enter the number of the Line Group to which the DIL belongs (**90-98**).

2.	Set up line keys for a DSS Console.

    1. For line keys:
- In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **03**.
- In *2402-[01-60]: DSS Console Key Data* (page 801), enter the DIL line number (**1-64**).
- Loop keys are not available on a DSS Console.

Other Related Features

Features

Call Forwarding (page 44)
> Call Forwarding will reroute an extension's DILs.

Call Waiting / Camp-On (page 58)
> A DIL to a busy extension will send Camp-On tones (if the extension is programmed to normally receive Camp-On tones).

Central Office Calls, Answering (page 74)
Central Office Calls, Placing (page 78)
> Refer to these features to set additional parameters for lines (such as transmit gain, receive gain and sidetone level). In addition, extension users can place calls on DILs, just like other lines (depending on programming).

Delayed Ringing (page 95)
> DILs automatically override Delayed Ringing.

Do Not Disturb (page 143)
> Enabling Do Not Disturb at an extension puts that extension's DILs into Night Mode.

Extended Ringing (page 153)
> With Extended Ringing enabled, DIL lines ring for the *Number of Extended Rings* before routing to the overflow destination.

Extension Hunting (page 154)
> DILs to a Circular or Terminal Hunting group member initiate hunting. In addition, DILs to a UCD Group master number ring the UCD Group directly.

Group Ring (page 189)
> A DIL can ring a Ring Group master number.

Key Ring (page 214)
> An unanswered DIL diverts to all extensions with Key Ring for the line.

Line Keys (page 227)
Loop Keys (page 233)
> When you assign a line as a DIL, it continues to flash its previously programmed line/loop key assignments. It will not, however, ring those phones.

Names for Extensions and Lines (page 249)
> Programming names for DILs makes it easier to identify incoming callers.

Night Service / Night Ring (page 252)
> The extension to which the DIL is terminated controls the night mode of the DIL by pressing their DND key.

Off-Hook Signaling (page 255)
> A DIL ringing a busy extension can automatically initiate Off-Hook Signaling.

Paging (page 259)
> DILs cannot ring over the External Paging speakers or activate the page relay.

Prime Line Preference (page 274)
> If an extension's Prime Line is another extension's DIL, lifting the handset will answer the call even though it does not ring the phone.

Voice Mail (page 372)
> - The voice mail Automated Attendant will answer a DIL terminated to the voice mail Master Number.
> - If a DIL is terminated to the voice mail master number, a System Mode key (code 18 + the voice mail number) controls the night mode status of the DIL.

IntraMail Features

Voice Mail Overflow (page 590)
> An unanswered DIL to the Ring Group master number can be picked up by the Ring Group Mailbox.

Direct Inward Line

Operation

Handling Your Direct Inward Lines		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To answer a call on your Direct Inward Line:		
1.	The line or loop key for your DIL flashes green.	
2.	Lift handset. • The key lights on green when you connect to your caller.	
To place your Direct Inward Line into the Night Mode:		
1.	Press **DND**. • Your DND flashes. • This also enables Do Not Disturb for your extension.	

Description

Priority users can access lines directly. Direct Line Access also lets maintenance personnel access and test individual lines.

Direct Line Access lets an extension user access (seize) an individual line. After seizing the line, the user can dial any outside telephone number without restriction. An extension's Class of Service allows or denies Direct Line Access. Direct Line Access is normally only provided for attendants, priority users and maintenance personnel.

Conditions
- None

Default Setting
- Enabled for Class of Service 1 (the attendant).
- Disabled for Classes of Service 2-15.

Programming

1.	Should extension have Direct Line Access capability?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes;
   - In *1402-06: Direct Line Access* (page 634), enter **Yes**.
   - It is not necessary to allow access in *2131-[01-64]: Line Access* (page 763). Direct Line Access automatically provides access.
3. If no:
   - In *1402-06: Direct Line Access* (page 634), enter **No**.

Other Related Features

Features

Central Office Calls, Placing (page 78)
> Refer to this feature for other methods of placing outside calls.

Forced Line Disconnect (page 182)
> An extension user with Direct Line Access can use Forced Line Disconnect.

Removing Lines and Extensions from Service (page 287)
> An extension user with Direct Line Access can remove lines from service.

Toll Restriction (page 351)
> Direct Line Access does not bypass Toll Restriction.

IntraMail Features

None

Direct Line Access

Operation

Using Direct Line Access	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**
To place a call over a specific line using Direct Line Access:	

1.	Lift the handset.
2.	Press **INTERCOM**.
3.	Dial **1** plus the line number (e.g., 01 for line 1). • If you hear busy tone, you may be able to dial 2 to queue for the line. See *Line Queuing / Line Callback* (page 230) for more.
4.	Dial the outside number.

Description

Quickly place and Transfer calls to co-workers, without having to look up or dial your co-worker's extension numbers.

Important
• If you enable an extension's DSS Keys and leave the extension's default Prime Line programming intact, the line keys automatically change to DSS keys when the user lifts the handset. ***To avoid confusion, be sure to explain this to your users.***
• You may prefer to use the *Call Coverage Keys* (page 40) or *Hotline* (page 207) features instead. Remember, in addition to providing one-button Intercom access and Transfer, Call Coverage Keys also provide call pickup capability.

If an extension's Direct Station Selection (DSS) Keys are enabled, Feature Keys *automatically* become Direct Station Selection (DSS) keys when the user presses **INTERCOM**. Direct Station Selection provides an extension user with one-button Intercom access and Transfer to co-workers. Each DSS key also provides a Busy Lamp Field (BLF) for the assigned co-worker.

When the DSS/BLF key is:	The covered extension is:
Off	Idle
On	Busy or ringing
Flashing fast	In Do Not Disturb

Conditions
• DSS keys do not pick up ringing calls.

Default Setting
• Not assigned. DSS capability is disabled.

Direct Station Selection (DSS)

Programming

1.	Should extension have DSS capability on their Feature Keys?

1. If yes:
    - In *2111-03: Enable DSS/BLF Keys* (page 731), enter **Yes**.
    - In *2114-01: Prime Line Key* (page 741), ***do not*** enable Intercom Prime Line. This prevents the extension's line keys from switching to DSS mode when the user lifts the handset while idle.
2. If no, in *2111-03: Enable DSS/BLF Keys* (page 731) enter **No**.

2.	Should the extension have pre programmed DSS keys?

1. If yes, in *2123-[01-24]: DSS/BLF Key Assignments* (page 760) program the extension's DSS assignments.
2. If no, in *2123-[01-24]: DSS/BLF Key Assignments* (page 760) leave the extension's DSS keys unassigned.

Other Related Features

Features

Intercom (page 211)
> A user can press a DSS key as an alternative to dialing Intercom numbers.

Prime Line Preference (page 274)
> With Intercom Prime Line, an idle extension user hears Intercom dial tone whenever they lift the handset or press **SPEAKER**. Since each extension's Busy Lamp Field is disabled by default, the Feature Keys do not go into the DSS mode when the user lifts the handset while idle. (If an outside call is ringing the phone, *Ringing Line Preference* will normally answer the call when the user lifts the handset — even with Intercom Prime Line enabled.)

Speed Dial (page 315)
> The Personal Speed Dial Keys also provide one-button access to extensions.

Transfer (page 358)
> You can press your DSS key to Transfer a call instead of dialing a co-worker's extension number.

Voice Over (page 385)
> An extension can Voice Over after using Direct Station Selection to call a co-worker.

IntraMail Features

None

Operation

Placing a Call using a DSS Key	In these instructions: [Super Display Soft Key] [Keyset Soft Key]

To place a call to a co-worker using a DSS key:	
1.	Lift the handset.
2.	Press **INTERCOM**. • Your DSS keys show the status of the assigned extension: Off = Idle On = Busy or ringing Fast flash = in Do Not Disturb
3.	Press DSS key for the co-worker you want to call.

Transferring a Call using a DSS Key	In these instructions: [Super Display Soft Key] [Keyset Soft Key]

To Transfer a call to a co-worker using a DSS key:		
1.	Place or answer an outside call.	
2.	Press **INTERCOM**. • Your DSS keys show the status of the assigned extension: Off = Idle On = Busy or ringing Fast flash = in Do Not Disturb	
3.	Press DSS key for the co-worker you want to call.	
4.	Do one of the following:	
	a.	Press **TRANSFER** to have the Transfer go through unscreened.
	b.	Wait for your co-worker to answer if you want them to screen the transfer, then press **TRANSFER**.

User Programmable Feature

Setting Up DSS Keys			
Feature	**Mnemonic**	**Operation**	**Access Level**
DSS	**#BLF** **(#253)**	**#BLF** + Press Feature Key + **HOLD** + Enter extension number + **Volume Up** + Program another key or **SPEAKER** to exit.	1-5

Direct Station Selection (DSS) Console

Description

DSS Consoles provide one-touch access to extensions, lines, and system features.

The DSS Console (P/N 1090024 for black and P/N 090029 for white) gives a keyset user one-button access to extensions, lines, and selected features. This saves time for users that do a lot of call processing such as operators or dispatchers).

The system allows you to install 4 DSS Consoles maximum per system. DSS Consoles use their own digital station port and do not require a separate power supply. In programming, you assign each installed console to an "owner" keyset. Each console can only have one owner.

You can assign the following types of Feature Keys to a DSS Console.:

• Account Code	• Intercom Directory Dialing	• Save Number Dialed
• Call Coverage (immediate, delayed or no ring)	• Line keys	• Speed Dial, Personal
• Call Forwarding	• Message Center	• Speed Dial, System
• Group Call Pickup (immediate, delayed or no ring)	• Night key	• Split
• Headset key	• Page Zones	• Voice Mail Conversation Record
• Hotline	• Park Orbit	

Default DSS Console Key Assignments

The following illustration shows the default DSS Console key assignments.
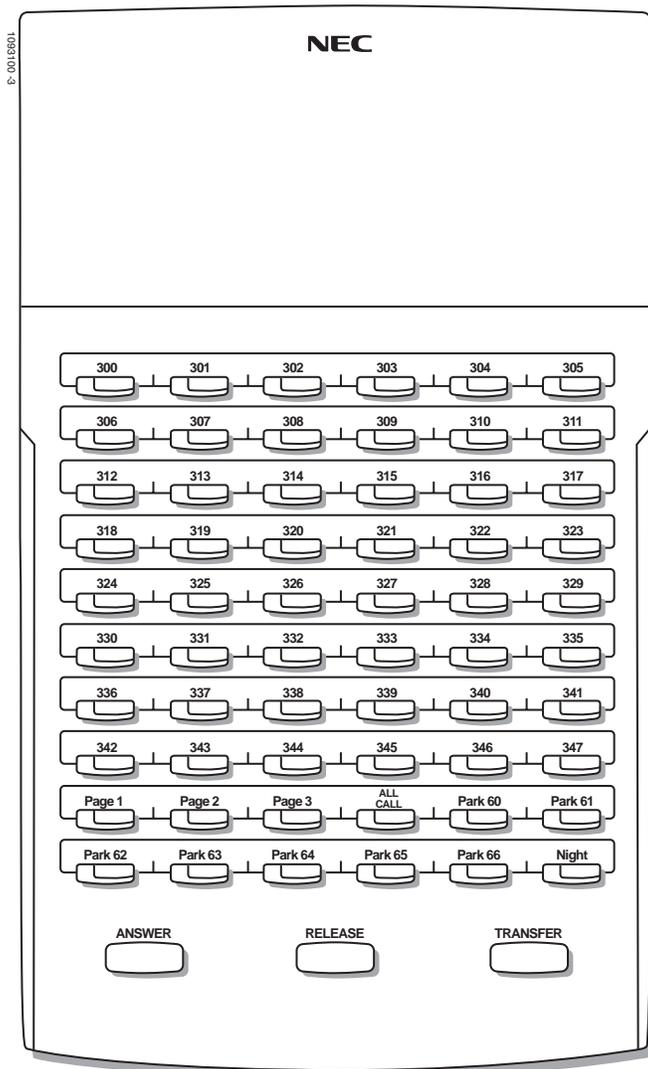
Conditions
- You must consider the System Load Factor when installing DSS Consoles.

Default Setting
- The first DSS Console installed auto-IDs as software port 301.
- See the illustration above for default DSS Console key assignments.

Direct Station Selection (DSS) Console

Programming

1.	**Set up the DSS Console.**

1. In *1202-01: Primary Station Port Assignment* (page 612), assign each DSS Console hardware (physical) port to a software port.
   - **301** for DSS Console 1
   - **302** for DSS Console 2
   - **303** for DSS Console 3
   - **304** for DSS Console 4
   - Note that the first DSS Console installed auto-IDs as software port 301.
2. In *2401-01: DSS Owner* (page 800), enter the number of the keyset extension using the DSS Console.

2.	**Set up the DSS Console Feature Keys.**

1. In *2402-[01-60]: DSS Console Key Codes* (page 801), enter the key code for the DSS Console key you are programming.
   - Refer to the *DSS Console Key Assignments* chart below for the key codes.
2. In *2402-[01-60]: DSS Console Key Data* (page 801), enter the data for the key code selected.
   - Refer to the *DSS Console Key Assignments* chart below for the key codes.

DSS Console Feature Key Assignments

DSS Console Feature Key Assignments (Page 1 of 4)			
Key Type	**Description**	**Key Code and Data**	**Operation**
Undefined	Use this option to designate a Feature Key as undefined (no function).	**0**	N/A
Line (page 227)	Use this option to assign a Feature Key as a line key.	**3 + nn (line number 1-64)**	• Press the key to place or answer call.
	Busy Lamp Field (BLF) **Off** . . . . Line is idle or not installed. **On (red)** . . . . A co-worker is busy on the line or has the line on Exclusive Hold. **On (green)** . . . . You are busy on the line. **Wink On (red)** . . . . On System Hold at a co-worker's extension. **Wink On (green)** . . . . . . On System Hold at your extension. **Double Wink On (green)** . On Exclusive Hold or recalling your extension. **Slow Flash (red)** . . . . . . Line is ringing. **Slow Flash (green):** . . . . Line is ringing or your extension directly.		
Park Orbit (page 266)	Use this option to assign a Feature Key as a Park Orbit key.	**4 + nn (Park Orbit 60-69)**	• Press key to Park or retrieve parked call.
	Busy Lamp Field (BLF) **Off** . . . . Orbit is idle. **On** . . . . Orbit is holding a parked call. **Wink On (green)** . . . Orbit is holding a call you parked.		
Hotline (page 207)	Use this option to assign a Feature Key as a Hotline key. You cannot set up a hotline for an outside line.	**5 + nnn (extension number)**	• Press key to call Hotline partner.
	Busy Lamp Field (BLF) **Off** . . . . Partner extension is idle. **On** . . . . Partner extension is busy or ringing. **Medium Flash** . . . . Partner extension is in DND for outside calls (option 1). **Fast Flash** . . . . Partner extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
Call Coverage Immediate Ring (page 40)	Use this option to assign a Feature Key as an immediately ringing Call Coverage Key.	**6 + nnn (extension number)**	• Press key to call covered extension or pick up ringing call.
	Busy Lamp Field (BLF) **Off** . . . . Covered extension is idle. **On** . . . . Covered extension is busy. **Slow Flash** . . . . . . Covered extension is ringing. **Medium Flash** . . . . Covered extension is in DND for outside calls (option 1). **Fast Flash** . . . . Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).		

Direct Station Selection (DSS) Console

DSS Console Feature Key Assignments (Page 2 of 4)			
Key Type	**Description**	**Key Code and Data**	**Operation**
Call Coverage No Ring (page 40)	Use this option to assign a Feature Key as a lamp only (no ring) Call Coverage Key.	**7 + nnn (extension number)**	• Press key to call covered extension or pick up ringing call.
	Busy Lamp Field (BLF) **Off** . . . . Covered extension is idle. **On** . . . . Covered extension is busy. **Slow Flash** . . . . . . Covered extension is ringing. **Medium Flash** . . . . Covered extension is in DND for outside calls (option 1). **Fast Flash**. . . . . . . Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
Call Coverage Delay Ring (page 40)	Use this option to assign a Feature Key as a delayed ringing Call Coverage Key.	**8 + nnn (extension number)**	• Press key to call covered extension or pick up ringing call.
	Busy Lamp Field (BLF) **Off** . . . . Covered extension is idle. **On** . . . . Covered extension is busy. **Slow Flash** . . . . . . Covered extension is ringing. **Medium Flash** . . . . Covered extension is in DND for outside calls (option 1). **Fast Flash**. . . . . . . Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
Group Pickup Immediate Ring (page 184)	Use this option to assign a Feature Key as an immediately ringing Group Call Pickup key.	**9 + nn (Pickup Group 1-16)**	• Press key to answer call ringing Pickup Group.
	Busy Lamp Field (BLF) **Off** . . . . No call is ringing the pickup group. **Slow Flash (green)** . A call is ringing the pickup group.		
Group Pickup No Ring (page 184)	Use this option to assign a Feature Key as a lamp only (no ring) Group Call Pickup key.	**10 + nn (Pickup Group 1-16)**	• Press key to answer call ringing Pickup Group.
	Busy Lamp Field (BLF) **Off** . . . . No call is ringing the pickup group. **Slow Flash (green)** . A call is ringing the pickup group.		
Group Pickup Delay Ring (page 184)	Use this option to assign a Feature Key as a delay ring Group Call Pickup key.	**11 + nn (Pickup Group 1-16)**	• Press key to answer call ringing Pickup Group.
	Busy Lamp Field (BLF) **Off** . . . . No call is ringing the pickup group. **Slow Flash (green)** . A call is ringing the pickup group.		
Page Zone (page 259)	Use this option to assign a Feature Key as a Page Zone key.	**13 + n (Page Zone 1-7, 0 for All Call)**	• Press key to Page into assigned zone.
	Busy Lamp Field (BLF) **On** . . . . The assigned Page zone is busy. **On (green)** . . . . . . The assigned Page zone is busy broadcasting an announcement you are making. **Off** . . . . The assigned Page zone is idle.		

DSS Console Feature Key Assignments (Page 3 of 4)			
Key Type	**Description**	**Key Code and Data**	**Operation**
System Speed Dial (page 315)	Use this option to assign a Feature Key as a System Speed Dial key. You assign the key to specific System Speed Dial bin. • There is no BLF for this key type.	**14 + nnn (bin 001-999)**	• Press key to dial stored number.
Personal Speed Dial (page 315)	Use this option to assign a Feature Key as a Personal Speed Dial key. You assign the key to a specific Personal Speed Dial bin. • There is no BLF for this key type.	**15 + nnn (01-20)**	• Press key to dial stored number.
Voice Mail Record (page 372)	Use this option to assign a Feature Key as a Voice Mail Record key. • You must have voice mail installed to use this key. • A voice prompt and periodic beep will remind you that your calls are being recorded.	**17 + nnn (extension number of valid Subscriber Mailbox)**	• Press key to record conversation into mailbox.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . Conversation Record is off. **Fast Flash (green)** . Conversation Record is on.		
Night (page 252)	Use this option to assign a Feature Key as a Night key. There are two options: *System Night* key and *UCD Night* key. The *System Night* key puts all Key Ring lines and lines terminated to Ring Group master numbers into the night mode. The *UCD Night* key puts all lines terminated to the UCD Group master number into the night mode.	**18 + CLEAR** (System Night key) **18 + UCD Group master number** (UCD Night key)	• Press key to put Key Ring lines and lines terminated to Ring Group master into night mode. OR • Press key to put lines terminated to UCD master into night mode.
	<u>Busy Lamp Field (BLF)</u> **On** . . . . Night mode is on. **Off** . . . . Night mode is off.		
Split (page 323)	Use this option to assign a programmable key as a Split key. • There is no BLF for this key type.	**20**	See *Split (Alternate)* (page 323) for more.
Intercom Directory Dialing (page 131)	Use this option to assign a programmable key as an Intercom Directory Dialing key.	**21**	• Press key to access Intercom Directory Dialing.
	<u>Busy Lamp Field (BLF)</u> **On** . . . . Intercom Directory Dialing is active (being used). **Off** . . . . Intercom Directory Dialing is inactive (off).		
Message Center (page 372)	Use this option to assign a Feature Key as a Message Center key.	**24 + nnn (extension number)**	• Press key to call Message Center Mailbox.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . No messages waiting in the Message Center Mailbox. **Fast Flash (green)** . Messages waiting in the Message Center Mailbox.		

Direct Station Selection (DSS) Console

**DSS Console Feature Key Assignments** (Page 4 of 4)
Key Type	**Description**	**Key Code and Data**	**Operation**
Save Number Dialed (page 298)	Use this option to assign a Feature Key as a Save Number Dialed key. • There is no BLF for this key type.	**25**	<u>While on a call:</u> • Press key to save the number you just dialed. <u>While idle:</u> • Press key to redial a previously saved number.
Account Code (page 14)	Use this option to assign a Feature Key as an Account Code key.	**26**	1. Place or answer outside call. 2. Press key. 3. Enter Account Code. 4. Press key to return to the call.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . Not in Account Code mode or not entering Account Codes. **Fast Flash (green)** . In the Account Code entry mode. **On (green)** . . . . . . On a call for which the user has entered an Account Code.		
Call Forwarding (page 44)	Use this option to assign a Feature Key as a Call Forwarding key.	**27**	• Press key instead of pressing **INTERCOM** and dialing ***3**.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . Extension not call forwarded or in the Call Forwarding setup mode. **Fast Flash** . . . . In the Call Forwarding setup mode. **Wink Off** . . . . Extension has Call Forwarding enabled.		
Headset (page 198)	Use this option to assign a Feature Key as a Headset key.	**28**	• Press key to enable or disable headset mode.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . Extension is not in the headset mode. **On** . . . . Extension is in the headset mode.		

Other Related Features

Features

Account Codes (page 14)
A DSS Console can have an Account Code key to simplify Account Code entry.

Call Coverage Keys (page 40)
A DSS Console can have Call Coverage keys.

Call Forwarding (page 44)
A DSS Console Call Forwarding key can streamline Call Forwarding operation.

Central Office Calls, Answering (page 74)
Central Office Calls, Placing (page 78)
A DSS Console can have line keys for placing and answering outside calls.

Directory Dialing (page 131)
Assign a Directory Dialing key on a DSS Console.

Group Call Pickup (page 184)
A DSS Console can have Group Call Pickup keys.

Headset Compatibility (page 198)
A DSS Console headset key can simplify switching the headset mode.

Hotline (page 207)
A DSS Console can have Hotline keys.

Night Service / Night Ring (page 252)
A DSS Console can have night keys for putting the system and UCD Groups into the night mode.

Paging (page 259)
A DSS Console can have Page zone keys.

Park (page 266)
A DSS Console can have Park keys.

Reverse Voice Over (page 289)
A DSS Console can have Reverse Voice Over keys.

Save Number Dialed (page 298)
A DSS Console can have a Save key.

Split (Alternate) (page 323)
A DSS Console can have a Split key.

Speed Dial (page 315)
A DSS Console can have keys for Personal and System Speed Dial bins. The DSS Console Personal Speed Dial bins are the same as the extension to which the console is attached.

Voice Mail (page 372)
A DSS Console can have voice mail Record and Message Center keys.

IntraMail Features

None

Direct Station Selection (DSS) Console

Operation

See *DSS Console Feature Key Assignments* (page 123).

Using the Speed Processing Keys on the DSS Console	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To use the ANSWER key:	
1.	Press **ANSWER** to answer any call ringing your extension.
To use the RELEASE key:	
1.	Press **RELEASE** to hang up (disconnect) your active call.
To use the TRANSFER key:	
1.	Press **TRANSFER** on your DSS Console instead of the TRANSFER key on your extension.

User Programmable Feature

DSS Console Hotline Key Assignments			
Feature	**Mnemonic**	**Operation**	**Access Level**
Hotline	**#HL (#45)**	**#HL** + Press flashing Hotline key + Enter extension for new Hotline partner + **HOLD** + Program another Hotline key or **SPEAKER** to exit.	3-5

Description

Directed Call Pickup allows co-workers to answer each other's calls.

Directed Call Pickup permits an extension user to intercept any type of call ringing another extension. With Directed Call Pickup, an extension user can pick up:

❧ Outside (Key Ring) calls ringing an extension

❧ Direct Inward Lines

❧ Transferred outside calls

❧ Ringing Intercom calls

❧ Recalls (e.g., Hold recall)

❧ Ring Group Calls (by dialing either the ringing extension's number or the Ring Group master number)

❧ Ringing Call Coverage key calls

❧ Ringing Group Call Pickup calls

❧ Calls ringing the operator's Operator Call key

Conditions
• None

Default Setting
• Enabled

Programming

1.	**Line access is not required for Directed Call Pickup.**

1. It is not necessary to allow access in *2131-[01-64]: Line Access* (page 763).
- Directed Call Pickup allows an extension to pick up a call on a line to which it normally does not have access.

Other Related Features

Features

Hold (page 202)
Directed Call Pickup can pick up Hold recalls.

Park (page 266)
Personal Park allows an extension user to pick up a call parked at a co-worker's extension.

The following features also let co-worker's cover each other's calls:
- *Call Coverage Keys* (page 40)
- *Group Call Pickup* (page 184)
- *Hotline* (page 207)

IntraMail Features

None

Directed Call Pickup

Operation

Using Directed Call Pickup	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**
To intercept a call ringing a co-worker's extension:	

1.	Lift the handset.
2.	Dial *** ***.
3.	Dial the number of the extension whose call you want to intercept. • To intercept a call ringing an attendant, dial the attendant's extension number (e.g., 300). Do not dial 0 or 01-04.

Description

Allows users to place Intercom or Speed Dial calls from a displayed list of names.

Directory Dialing allows a display keyset user to select a co-worker or outside call from a list of names, rather than dialing the phone number. There are three types of directory Dialing:

❧ System (**C**ompany-Wide) Speed Dial names.

❧ **I**ntercom names (including extension, Ring Group and UCD Group names).

❧ **P**ersonal Speed Dial names.

Conditions
- None

Default Setting
- Directory Dialing always enabled.
- There are no Intercom (extension) names or Speed Dial names stored.

Programming

1. | **Enter names for extensions.**

1. In *2101-02: Station Name* (page 720), enter an extension's name.
- An extension user may be able to enter their own name. See *Names for Extensions and Lines* (page 249) for more.

2. | **Enter names for Speed Dial bins.**

1. For Personal Speed Dial, use the following programs to set up personal bins:
- *2151-[01-20]: Personal Speed Dial Bin Type* (page 775)
- *2151-[01-20]: Personal Speed Dial Bin Line* (page 775) or *2151-[01-20]: Personal Speed Dial Bin Group* (page 775)
- *2151-[01-20]: Personal Speed Dial Bin Number* (page 776)
- *2151-[01-20]: Personal Speed Dial Bin Name* (page 777)

2. For <u>System Speed Dial</u>, use the following programs to set up system bins:
- *1702-[001-999]: System Speed Dial Bin Type* (page 715)
- *1702-[001-999]: System Speed Dial Bin Line* (page 715) or *1702-[001-999]: System Speed Dial Bin Group* (page 716)
- *1702-[001-999]: System Speed Dial Bin Number* (page 716)
- *1702-[001-999]: System Speed Dial Bin Name* (page 717)

3. | **Enter names for Ring Groups and UCD Groups.**

1. For <u>Ring Groups</u>, use *2201-01: Ring Group Name* (page 779) to program Ring Group names.

2. For <u>UCD Groups</u>, use *2301-01: UCD Group Name* (page 790) to program UCD Group names.

4. | **Optionally set up an extension or DSS Console Feature Key for Intercom Directory Dialing?**

1. <u>For an extension,</u> in *2121-[01 to 24]: Feature Key Codes* (page 758) enter **21**.

2. <u>For a DSS Console,</u> *2402-[01-60]: DSS Console Key Codes* (page 801) enter **21**.

Directory Dialing

1. If yes, leave *1602-01: Interdigit Timer* (page 671) at its current value.
2. If no, adjust *1602-01: Interdigit Timer* (page 671) as required.

Other Related Features

Features

Direct Station Selection (DSS) Console (page 120)
> Assign a Directory Dialing key on a DSS Console.

Extension Hunting (page 154)
> Intercom Directory Dialing can call UCD Group names.

Group Ring (page 189)
> Intercom Directory Dialing can call Ring Group names.

Intercom (page 211)
> Directory Dialing is a convenient alternative to manually dialing Intercom numbers.

Names for Extensions and Lines (page 249)
> Set up the names for extensions and lines.

Speed Dial (page 315)
> Set up Speed Dial names.

IntraMail Features

> None

Operation

Using Directory Dialing			**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
To place a call using Directory Dialing:			
1.	Select the Directory Dialing type.		
	[DIRECTORY + EXTENSION] **[DIR + EXT]**	Select Intercom Directory Dialing. • You can optionally dial **34** (while on hook).	
	[DIRECTORY + PERSONAL] **[DIR + PERS]**	Select Personal Speed Dial Directory Dialing. • You can optionally dial **37** (while on hook).	
	[DIRECTORY + COMPANY] **[DIR + CMPY]**	Select System Speed Dial Directory Dialing. • You can optionally dial **32** (while on hook).	
2.	Do one of the following:		
	a.	To place the call by scrolling:	
		i.	Press **Volume Up** or **Volume Down** until the name you want to call displays.
		ii.	**[Dial]** **[Dial]**	Select to call the displayed name.
	b.	To place the call by alphabetical dialing:	
		i.	Dial the first letter of the desired name. • For example, dial **4** if the name begins with G, H, or I.

Using Directory Dialing			**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**

		ii.	Look at your telephone's display and dial the digit for the letter you want to call.
			• In the example in step i:
			  - Dial **1** if the name begins with G.
			  - Dial **2** if the name begins with H.
			  - Dial **3** if the name begins with I.
			• The first name that begins with your selection displays. If you see **UNLISTED NAME**, there is no name stored for your selection.

		iii.	Press **Volume Up** or **Volume Down** to scroll through all the names that begin with the letter you selected. OR Skip to the next step if the display name is the one you want to call.
		iv.	[Dial] [Dial] Select to call the displayed name.

Features

To exit Directory Dialing at any time:	
1.	Press **SPEAKER**.

Display, Alphanumeric

Description

Turn to *Alphanumeric Display* (page 21).

Description

Allows users to customize their telephone's ringing so they'll know when calls are just for them.

Important

Use *9014-01: Initialize Ring Tones* (page 920) to initialize Distinctive Ringing with a single command. *Following initialization, you must reset the system or unplug and then re-plug each telephone.*

Distinctive Ringing allows the installer or keyset extension user to customize keyset ringing. This permits the user to determine the type of call just by listening to their keyset ring. Distinctive Ringing provides:

- **Distinctive Ring Configuration at Each Keyset**
  A keyset user can follow intuitive soft key menus to set up distinctive ringing for their phone. Their phone will even play back the new ring tones as the distinctive rings are being set up.

- **Line Override (Distinctive Ringing by Line and Ringing Mode)**
  Each line can have its own distinctive ringing for each ring mode (day, night, or delay). This allows a keyset user, for example, to easily differentiate between new ringing calls and calls that are ringing their phone after a delay.

- **Extension Ring Override**
  Each keyset extension can additionally override a line's distinctive ringing with the extension's own unique settings. Extension Ring Override helps identify ringing phones in large, open work areas.

- **Key Ring Override**
  A keyset extension can set up unique ringing for each of its Call Coverage, Group Call Pickup, and line keys. If a user needs to know what type of call is ringing their phone, Key Ring Override will help.

- **Unique Ringing for UCD Groups and Ring Groups**
  UCD Groups and Ring Groups can have their own distinctive rings. This allows a user to tell the difference between Intercom calls ringing their phone and UCD or Ring Group Calls.

The Distinctive Ringing Hierarchy

An extension's Distinctive Ringing uses the following hierarchy:

1. Key Ring Override
2. Extension Ring Override
3. Line Override
4. Default ringing assigned by the system

This means that Line Override will replace the default ringing assigned by the system. Extension Ring Override will in turn replace ringing set by Line Override. Finally, Key Ring Override will replace ringing set by Extension Override or ringing set by Line Override.

Distinctive Ringing

Understanding Ring Types

The Ring Types determine how different types of calls rings extensions. Each Ring Type sounds unique because it uses one of the 10 available ring tones. The first four Ring Types are assigned by default (see the table below). The last two (B and C) are unassigned by default but you can assign on your phone using *Extension Override* and *Key Ring Override*.

The Ring Types	
Ring Type	**Call Type**
Intercom	**Intercom** ringing This includes ringing Intercom calls, as well as calls ringing Extension Hunting groups, Call Coverage keys and the operator's Call key.
Ring Group	**Ring Group** ringing
Recall	**Recall** ringing This includes Hold, Park or Transfer recall ringing.
Ring "A"	**Type A** ringing This includes line key, loop key, Transfer, and DIL ringing. (You can reassign types A, B, and C ringing in *Extension Override* and *Key Ring Override* below.)
Ring "B"	**Type B** ringing Not used (unassigned) by default. (You can reassign types A, B, and C ringing in *Extension Override* and *Key Ring Override* below.)
Ring "C"	**Type C** ringing Not used (unassigned) by default. (You can reassign types A, B, and C ringing in *Extension Override* and *Key Ring Override* below.)

When Multiple Calls Ring an Extension

When multiple calls with different priorities are ringing an extension, the system prioritizes ringing according to the list below. All LEDs will flash as appropriate for the type of call, but the telephone will ring only for the highest priority call.

1. **INTERCOM** Key

2. Line Key (from lowest to highest)

3. Loop Key (from lowest to highest)

Conditions
- None

Default Setting
- Outside lines, Ring Groups, and UCD Groups use Type A ringing.
- The **ASSIGN (ASGN)** and **KEY** soft keys are disabled.
- The **CONFIG (CNFG)** soft keys is enabled.

Programming

1.	Setting up Distinctive Ring Configuration.

1. Enable the **CONFIG (CNFG)** soft keys.
   - In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
   - In *1405-01: Ring Type Configuration* (page 641), enter **Yes**.

System Programming

2. To set up Distinctive Ring Configuration:
   - <u>To set the ring tone and cadence for Intercom ringing</u>, use:
     - *2103-04: Station's Intercom Ring Tone* (page 727).
   - <u>To set the ring tone and cadence for Ring Group ringing</u>, use:
     - *2103-05: Station's Ring Group Ring Tone* (page 727).
   - <u>To set the ring tone and cadence for recall ringing</u>,
     - *2103-06: Station's Recall Ring Tone* (page 727).
   - <u>To set the ring tone and cadence for ring tone A</u>, use:
     - *2103-07: Station's Ring "A" Tone* (page 728).
   - <u>To set the ring tone and cadence for ring tone B</u>, use:
     - *2103-08: Station's Ring "B" Tone* (page 728)
   - <u>To set the ring tone and cadence for ring tone C</u>, use:
     - *2103-09: Station's Ring "C" Tone* (page 728)

Soft Keys

3. To set up Distinctive Ring Configuration:
   - Turn to *Distinctive Ring Configuration* (page 140) to set this up.
   - This allows you to select new tones and/or cadences for the Ring Types you want to customize.

2.	Setting up Line Override (Distinctive Ringing by Line and Ringing Mode).

System Programming

1. Set up Line Override using the following:
   - In *3113-02: Day Ring Type* (page 822), enter the day ring type
     (**1**=Type A, **2**=Type B, **3**=Type C).
   - In *3113-03: Night Ring Type* (page 823), enter the night ring type
     (**1**=Type A, **2**=Type B, **3**=Type C).
   - In *3113-04: Delay Ring Type* (page 824), enter the delay ring type
     (**1**=Type A, **2**=Type B, **3**=Type C).

Soft Keys

2. You *cannot* set up line override using an extension's soft keys.

Distinctive Ringing

3.	Setting Up Extension Ring Override.

1. Enable the **RING** soft keys.
   - In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
   - In *1405-02: Station Ring Override* (page 641), enter **Yes**.

System Programming

2. To set up Extension Ring Override:
   - In *2103-01: Day Ring Type* (page 726), enter the day ring type
     (**1**=Type A, **2**=Type B, **3**=Type C).
   - In *2103-02: Night Ring Type* (page 726), enter the night ring type
     (**1**=Type A, **2**=Type B, **3**=Type C).
   - In *2103-03: Delay Ring Type* (page 726), enter the delay ring type
     (**1**=Type A, **2**=Type B, **3**=Type C).
   - Does this load the defaults back in if the user has customized using Distinctive Ring Configuration?

Soft Keys

3. To set up Extension Ring Override using the soft keys, turn to *Extension Override* (page 141).

4.	Setting Up Key Ring Override.

1. Enble the **RING** soft keys.
   - In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
   - In *1405-03: Key Ring Override* (page 641), enter **Yes**.

System Programming

2. In *2122-Ring Override (Key Ring Override)* (page 759), enter a ring type for each Feature Key. The options are:
   - **0** for line (follows the setting for the line in *3113-03: Night Ring Type*)
   - **1** for ring type A
   - **2** for ring type B
   - **3** for ring type C

Soft Keys

3. To set up Key Ring Override using an extension's soft keys, turn to *Key Ring Override* (page 142).

5.	Setting up Unique Ringing for Ring Groups and UCD Groups.

System Programming

1. To set up unique Ring Group ringing:
   - In *2201-02: Ring Group Incoming Ring Type* (page 780), enter the Ring Group ring type
     (**1**=Type A, **2**=Type B, **3**=Type C).
2. To set up unique UCD Group ringing:
   - In *2301-02: UCD Group Incoming Ring Type* (page 791), enter the UCD Group ring type
     (**1**=Type A, **2**=Type B, **3**=Type C).

Soft Keys

3. You *cannot* set up unique Ring and UCD Group ringing using an extension's *soft keys.*

7.	Initialize Distinctive Ringing (i.e., return to default).

System Programming

1. To initialize Distinctive Ringing system-wide (i.e., return to factory default):
   - Use *9014-01: Initialize Ring Tones* (page 920) from **system programming.**
   - This option **is not** available using an extension's **soft keys.**

Other Related Features

Features

Call Coverage Keys (page 40)

By using Key Ring Override, Distinctive Ringing allows an extension user to set up unique ringing for their Call Coverage keys.

Delayed Ringing (page 95)

You can set up Delayed Ringing to ring with a distinctive tone.

Group Call Pickup (page 184)

By using Key Ring Override, Distinctive Ringing allows an extension user to set up unique ringing for their Group Call Pickup keys.

Line Keys (page 227)

By using Key Ring Override, Distinctive Ringing allows an extension user to set up unique ringing for their line keys.

IntraMail Features

None

Distinctive Ringing

Operation

Distinctive Ring Configuration

Using Distinctive Ring Configuration			**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
To customize a Ring Set for your extension:			
1.	**[Menu + Ring** **[Menu + MORE + Ring]**	Select the Distinctive Ringing options.	
2.	**[Config]** **[Cnfg]**	Select Distinctive Ring Configuration.	
3.	Do one of the following.		
	a.	Select a Ring Type to customize.	
		[Intercom] **[Icm]**	Select to change the Intercom Ring Type.
		[Ring Group] **[Rgrp]**	Select to change the Ring Group Ring Type.
		[Recall] **[Rcl]**	Select to change the Recall Ring Type.
		[Ring "A"] **[MORE + "A"]**	Select to change Type A Ring Type.
		[Ring "B"] **[MORE + "B"]**	Select to change Type B Ring Type.
		[Ring "C"] **[MORE + "C"]**	Select to change Type C Ring Type.
		Select a new ring tone.	
		Dial a new ring tone (**0-9**). • You hear the selection you entered. • You can optionally press **SPEAKER** to exit the Distinctive Ringing options.	
		[Cancel] **[Cncl]**	Select to cancel and back up to the previous step.
		[Save] **[Save]**	Select to save your selection and back up to the previous step.
	b.	Set your customized ringing back to the system default.	
		[Default] **[MORE + MORE + Dflt]**	Select to cancel any custom settings and choose a default Ring Set. You see: **Are You Sure?(Y/N)**
		[Yes] **[Yes]**	Select to default your extension's ringing.
		[No] **[No]**	Select to back up without defaulting your ringing.
	c.	Exit Distinctive Ring Configuration.	
		[Exit] **[MORE + MORE + EXIT]**	Select to exit Distinctive Ring Configuration.

_____
Extension Override

Using Extension Override			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To customize ringing for your extension's outside calls:			
1.	[Menu + Ring] [Menu + MORE + Ring]	Select the Distinctive Ringing options.	
2.	[Assign] [Asgn]	Select Extension Override.	
3.	Select the ringing mode you want to change.		
		[Day Ring] [Day]	Select day ring.
		[Night Ring] [Nght]	Select night ring.
		[Delay Ring] [Dely]	Select delay ring.
		[Exit] [Exit]	Select to back up to the previous step without making any changes.
	a.	For the ringing mode selected, select the Ring Type.	
			[RING "A" + EXIT] ["A" + MORE + EXIT]	Select Ring Type A.
			[RING "B" + EXIT] ["B" + MORE + EXIT]	Select Ring Type B.
			[RING "C" + EXIT] ["C" + MORE + EXIT]	Select Ring Type C.
			[CO LINE] [MORE + Line + EXIT]	Select to have ringing follow *Line Override*.
			[Exit] [Exit]	Press repeatedly to back up step-by-step.

Features

Distinctive Ringing

Key Ring Override

Using Key Ring Override				**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
To assign a Ring Type to a Call Coverage, Group Call Pickup, or line key:				
1.	**[Menu + Ring]** **[Menu + MORE + Ring]**	Select the Distinctive Ringing options.		
2.	**[Key]** **[Key]**	Select Key Ring Override.		
	a.	Select a key type to customize.		
			[Call Coverage] **[Cck]**	Select your Call Coverage keys. • Your Call Coverage keys light.
			[Pickup] **[Pkup]**	Select your Group Call Pickup keys. • Your Group Call Pickup keys light.
			[Line] **[Line]**	Select your line keys. • Your line keys light.
			[Exit] **[Exit]**	Press repeatedly to back up step-by-step.
	b.	Press the key for which you want to set the Ring Type.		
	c.	Do one of the following.		
		i.	For the key selected, choose the Ring Type. • Dial **1** for Ring Type A. • Dial **2** for Ring Type B. • Dial **3** for Ring Type C. • Dial **0** to Select to have ringing follow *Line Override*.	

		ii	For the key selected, press the key repeatedly to choose the ringing mode.
			 • For line key <u>night ring</u> only (lamp only in the day):
			   - Press key until it *flashes slowly green*.
			   - Not for Group Call Pickup or Call Coverage keys.
			 • For <u>delay ring</u> day and night:
			   - Press key until it *flashes fast green*.
			 • For <u>lamp only</u> (no ring) day and night:
			   - Press key until it is *on red*.
			 • For <u>immediate ring</u> day and night:
			   Press key until it is *on green*.	

	d.	Press another key to program, or **SPEAKER** to exit.		

Description

DND permits an extension user to work by the phone undisturbed by incoming calls and announcements.

Do Not Disturb (DND) blocks incoming calls, Off-Hook Signaling and Paging announcements. An extension user can activate DND anytime while on a call or while their phone is idle. Once activated, incoming outside calls still flash the line keys. The user may use the phone in the normal manner for placing and processing calls.

Do Not Disturb provides the following 4 DND options:
- (1) Incoming outside calls blocked
- (2) Incoming Intercom calls blocked
- (3) All incoming calls blocked
- (0) Cancel Do Not Disturb

Do Not Disturb Options	
This DND option:	**Blocks these calls:**
(1) Incoming Outside Calls Blocked	Ringing for outside calls, including: • Key Ring calls • Off Hook Ringing • Call Coverage Keys • Group Call Pickup keys • Transferred outside calls • Hold, Park, and Transfer recalls • Circular or Terminal Extension Hunting calls • DILs to the extension (if the extension is not the night mode termination) • DILs to a Ring Group or UCD Group master number (if the extension is in the group)
(2) Incoming Intercom Calls Blocked	• Incoming Intercom calls • Transferred Intercom calls • Paging announcements • Ringing from Intercom calls to the Ring Group master number (if the extension is in the group) • Extension hunting calls that normally ring the extension
(3) All Incoming Calls Blocked	• All calls blocked by Option 1 *and* Option 2.
(0) Cancel Do Not Disturb	• Option 0 cancels Do Not Disturb

Do Not Disturb BLF for Hotline and Call Coverage Keys

The following charts show the Do Not Disturb Busy Lamp Field flash rates for Hotline and Call Coverage keys.

Hotline Busy Lamp Indications	
When the key is:	**The covered extension is:**
Off	Idle or not installed
On	Busy or ringing Intercom call
Medium Flash	In DND for outside calls (option 1)
Fast Flash	In DND for Intercom calls (option 2) or All Calls (option 3)

Do Not Disturb

Call Coverage Key Busy Lamp Indications	
When the key is:	**The covered extension is:**
Off	Idle or not installed
On	Busy
Slow flash	Ringing
Medium flash	In DND for outside calls (option 1)
Fast Flash	In DND for Intercom calls (option 2) or All Calls (option 3)

Note: When transferring an outside call to an extension in DND, the Transfer will be blocked if the extension has enabled DND for all calls (type 3) or DND for outside calls (type 1). The Transfer will be allowed if the extension has enabled DND for Intercom calls (type 2).

Conditions
- A system reset or power failure cancels DND.

Default Setting
- Do Not Disturb enabled.

Programming

1. | **Should an extension be allowed to use DND?**

1. If yes, in *2111-01: Allow Do Not Disturb* (page 731) enter **Yes**.

2. If no, in *2111-01: Allow Do Not Disturb* (page 731) enter **No**.

Other Related Features

Features

Attendant Position (page 24)
> The attendant can have Do Not Disturb. In addition, pressing DND at the attendant actives the night mode for any lines directly terminated to the attendant.

Background Music (page 34)
> DND does not affect the operation of Background Music.

Call Forwarding (page 44)
> - Call Forwarding considers an extension in DND as busy. In addition, an extension can have both DND and Call Forwarding enabled at the same time.
> - Note that Call Forwarding has priority over Do Not Disturb. If both are enabled simultaneously at an extension, Call Forwarding is in force.

Call Waiting / Camp-On (page 58)
> An extension cannot Camp-On to a busy co-worker that is in Do Not Disturb.

Callback (page 61)
> An extension cannot leave a Callback for a busy co-worker that is in Do Not Disturb.

Do Not Disturb Override (page 146)
> Do Not Disturb Override can override an extension's Do Not Disturb.

Extension Hunting (page 154)
> Placing an agent in DND temporarily removes it from the UCD Group.

Hotline (page 207)
> An extension user can press their Hotline key twice to override their Hotline partner's DND.

Message Waiting (page 238)
> An extension user can leave a Message Waiting at an extension in Do Not Disturb.

Night Service / Night Ring (page 252)
> A DIL destination activates the night mode for the DIL when they press DND.

Paging (page 259)
> DND blocks Paging announcements.

Reverse Voice Over (page 289)
> DND does not block Reverse Voice Over.

Single Line Telephones (page 305)
> Single line extensions cannot use DND.

Transfer (page 358)
> DND blocks Transfer.

IntraMail Features
> None

Operation

Enabling or Disabling Do Not Disturb		In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**
To enable or disable DND an extension:		
1.	While on-hook, press **DND**.	

2.	Select the DND type.
	• If you don't select a type within 10 seconds:
	   - <u>If DND is enabled</u>, the system automatically disables DND for your extension, or
	   - <u>If DND is disabled</u>, the system automatically enables DND type 3 for your extension.	

	[Off] **[Off]**	Select to turn off (cancel) Do Not Disturb. • Alternately dial **0**.
	[External] **[Ext]**	Select to block incoming outside calls only. • Alternately dial **1**.
	[Intercom] **[Icm]**	Select to block incoming Intercom calls only. • Alternately dial **2**. • Your Intercom callers will hear DND tone and see the display **DO NOT DISTURB**.
	[All] **[All]**	Select to block all incoming calls. • Alternately dial **3**. • Your Intercom callers will hear DND tone and see the display **DO NOT DISTURB**.
	[Exit] **[N/A]**	Select to return to idle.
3.	Your telephone's display shows the type of DND you enabled. • Your DND key is on.	
If you are on a call (or anytime your telephone is not idle):		
1.	Pressing **DND** does one of the following.	
	a.	<u>If DND is enabled</u>, the system automatically disables DND for your extension.
	b.	<u>If DND is disabled</u>, the system automatically enables DND type 3 for your extension.

Do Not Disturb Override

Description

Easily override a co-worker's Do Not Disturb.

Do Not Disturb Override lets an extension user override another extension's Do Not Disturb. This allows a priority employee (such as a supervisor or executive) to get through to a co-worker right away while the co-worker's phone is in Do Not Disturb. DND Override is available to all extensions that have DND Override set in their Class of Service. It is also available to any extension that has a Hotline key for a co-worker, even without the Class of Service option enabled.

Conditions
• None.

Default Setting
• Do Not Disturb Override is disabled in an extension's Class of Service.

Programming

1.   Should an extension that is not a Hotline partner be allowed to use DND?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1401-07: DND Override* (page 629) enter **Yes**.
3. If no, in *1401-07: DND Override* (page 629) enter **No**.

Other Related Features

Features
Do Not Disturb (page 143)
　　　Do Not Disturb Override can override an extension's Do Not Disturb.

IntraMail Features
　　None

Operation

Do Not Disturb Override	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To use Do Not Disturb Override:	

1.	Dial your co-worker's extension or press their Hotline key. • You hear DND tone and see **DO NOT DISTURB** in your display. • If you hear busy or ring/busy tone instead, your co-worker is busy on a call.	
2.	**[DND Override]** **[Ovrd]**	Select to override the extension's Do Not Disturb. • Alternately dial **1**.
3.	The system automatically places a ringing Intercom call to your co-worker.	

Description

Use a Door Box to remotely monitor an entrance door.

The Door Box (P/N 922450) is a self-contained analog Intercom unit typically used to monitor an entrance door. A visitor at the door can press the Door Box call button (like a door bell). The Door Box then sends chime tones or ringing to all extensions programmed to receive chimes. To answer the chime or ringing, the called extension user just lifts the handset. This lets the extension user talk to the visitor at the Door Box. The Door Box is convenient to have at a delivery entrance, for example. It is not necessary to have company personnel monitor the delivery entrance; they just answer the Door Box instead.

❧ **DSX-80/160**
In DSX-80/160, a Door Box connects to an available Door Box port on a 2PGDAD Module (P/N 0891027). Each module supports up to two Door Boxes, with the maximum number of Door Boxes installed limited only by the availability of station ports to connect additional 2PGDAD Modules.

❧ **DSX-40**
In DSX-40, the Door Box can connect to a 2PGDAD module or to one of the two "built-in" Door Box ports. As in DSX-80/160, the maximum number of Door Boxes installed is limited only by the availability of station ports to connect additional 2PGDAD Modules.

Refer to *Optional Equipment* in the *Hardware Manual* that came with your system for more or installing the Analog Door Box.

Door Box Relays

Any keyset extension that receives Door Box chimes or ringing can control a control relay, which in turn typically enables an electric strike on an entrance door next to the Door Box. Each of the two Door Box circuits in the 2PGDAD Module has an associated control relay that is automatically assigned. Each DSX-40 "built-in" Door Box port has an associated "built-in" relay that you can assign for either door control or Paging control, but not both.

The equipment you connect to a control relay must be compatible with the following specifications. Refer to your system's *Hardware Manual* for more on connecting to the control relay contacts.

Relay Contact Specifications	
DSX-40	
Contact Configuration:	Normally open
Maximum Load:	0.5A @ 120 VAC 1A @ 24 VDC
Maximum Initial Contact Resistance	100 mOhms
2PGDAD Module	
Contact Configuration:	Normally open
Maximum Load:	500 mA @ 24 VDC 250 mA @ 120 VAC

Door Box Alerts

The system uses Ring Groups to control Door Box alerts. When a visitor at the door presses the Door Box call button, the Door Box will alert (chime or ring) all the extensions in the Ring Group to which the Door Box belongs. For example, if Door Box 309 and extensions 301 and 302 are in Ring Group 1, pressing the call button alerts 301 and 302.

Door Box

Conditions
- Door Box P/N 922450 is a weather-tight unit, and can be mounted outside. It has an operating temperature range of -20 to 60 degrees C (-4 to 140 degrees F) and a relative humidity of 10-95%, non-condensing.

Default Setting
- In DSX 80/160, no Door Boxes are enabled.
- In DSX-40, the built-in Door Box ports are enabled for extensions 326 (DOOR 1) and 327 (DOOR 2).

Programming

Basic Door Box Programming

1.	Use Ring Group programming to set which extensions ring for calls from a Door Box.

1. In *2113-02: Ring Group* (page 738), assign the *Door Box* extension and each *telephone* extension to the same Ring Group (**1**-**8**). (DSX-40 "built-in" Door Box extensions are 326 and 327.)
   - For example, if extensions 301 and 302 should ring for calls from Door Box 309, be sure 301, 302, and 309 are in the same Ring Group.
   - Multiple Door Boxes can be in the same Ring Group.

2.	Set the chime pattern and review the operation of each Door Box.

1. In *2101-04: Door Chime Selection* (page 722), set the chime pattern (**0**-**3**) for each Door Box extension. (DSX-40 "built-in" Door Box extensions are 326 and 327.)
   - **0** for Normal Ring Group ringing
   - **1** for Low pitch chime pattern
   - **2** for Mid range chime pattern
   - **3** for High pitch chime pattern
2. More on Chime 0 Operation:
   - Chime 0 rings for 60 seconds and then cancels.
   - An extension user can answer the Door Box any time while it is ringing.
   - The Door Box user can press the call button again any time after ringing stops, or if an extension user answers their call and then hangs up.
   - The Door Box user cannot hang up (disconnect) their call.
3. More on Chime 1-3 Operation:
   - Chimes 1-3 ring for 5 seconds and then stop.
   - An extension user can answer the Door Box any time within 30 seconds after the chime starts.
   - After 30 seconds, the Door Box call automatically cancels.
   - The Door Box user can press the call button again any time after the chime stops, or if an extension user answers their call and then hangs up.
   - The Door Box user cannot hang up (disconnect) their call.

2PGDAD Module Door Box Setup

1.	**Set up the 2PGDAD Module Door Box ports.**

1. Locate an available 16ESIU PCB digital station port (e.g., station port 10/extension 309).
   - If you wait to plug in the 2PGDAD Module until *after* your programming is complete, the secondary station port set up in the next step will auto-ID as a Door Box. The primary port always auto-IDs as a Door Box when the 2PGDAD Module is plugged in.
2. In *1203-01: Secondary Station Port Assignment* (page 613) for the station port you selected in step 1 above, enter an available station port for the secondary port.
   - Station ports 96-127 are available by default.
   - For example, enter port 110 (extension 409) as the secondary station port for station 10 (extension 309).
3. Following the instructions in your system's *Hardware Manual*, connect the Door Boxes (P/N 922450) to the 2PGDAD Module Door Box ports.
4. Plug the 2PGDAD Module into the 16ESIU digital station port you selected in step 1 above.
   - If you plugged in the 2PGDAD in step 1 above, you'll need to unplug and then reconnect it in order for the secondary station port to auto-ID.

2.	**Set up the Door Box Ring Groups and chime sounds.**

1. Refer to *Basic Door Box Programming* (page 148) for more.

3.	**Set up the Door Box relays.**

1. ***The 2PGDAD relays are automatically assigned to their respective Door Box.***
   - 2PGDAD Door Box 1 is assigned to Relay 5.
   - 2PGDAD Door Box 2 is assigned to Relay 6.
   - Refer to the system's *Hardware Manual* for more.
2. In *1605-03: Door Relay Unlock Timer* (page 680), set the relay unlock (open) interval to meet the site requirements.

4.	**(Optional) Check for programming conflicts.**

1. If the 2PGDAD Door Box does not auto-ID, check the following programs for conflicts:
   - In *1311-01: Station Extension Number* (page 623) for the secondary channel, make sure there is an extension number assigned.
   - In *2101-01: Station Type* (page 719), make sure the Door Box is circuit type **10**.

Door Box

DSX-40 "Built-In" Door Box Setup

1.	**Connect an Analog Door Box (P/N 922450) to a "built-in" Door Box port.**

1. Refer to the *DSX-40 Hardware Manual* for additional details.
   - DOOR 1 is extension 326.
   - DOOR 2 is extension 327.

2.	**Optionally have a "built-in" DSX-40 Door Box activate an associated control relay?**

1. *This programming does not apply to a Door Box connected to a 2PGDAD Module.*

2. In *2101-06: Door Relay Assignment* (page 723) for DOOR 1 (326) or DOOR 2(327), assign the associated control relay.
   - **1** for relay CPU #1 (normally assigned to DOOR 1/extension 326).
   - **2** for relay CPU #2 (normally assigned to DOOR 2/extension 327).

3.	**Optionally have a Door Box connected to a 2PGDAD Module activate a DSX-40 relay in tandem with the 2PGDAD Module relay.**

1. In *2101-06: Door Relay Assignment* (page 723) for the 2PGDAD Module Door Box extension number, assign the associated control relay.
   - **1** for relay CPU #1.
   - **2** for relay CPU #2.

4.	**When an extension user activates (closes) to control relay, does it remain closed for the proper amount of time?**

1. If yes, leave *1605-03: Door Relay Unlock Timer* (page 680) at its current setting.

2. If no, change *1605-03: Door Relay Unlock Timer* (page 680) to meet the site requirements.

Other Related Features

Features

Attendant Position (page 24)

An operator can monitor a Door Box with the following Feature Keys:
- A Call Coverage key for the Door Box Ring Group to monitor ringing.
- A Hotline key for the Door Box extension number to call the Door Box.

Call Coverage Keys (page 40)

If you enter Door Chime type 0 (normal ring) above, you can set up Call Coverage keys for the Door Box Ring Group. This allows extensions that are not members of the Ring Group to answer Door Box calls. Extensions with Call Coverage keys to the Door Box Ring Group can also activate the relay.

Call Forwarding (page 44)

An extension user cannot forward a call to a Door Box.

Hotline (page 207)

An extension user can have Hotline keys for Door Boxes.

Message Waiting (page 238)

An extension user cannot leave a Message Waiting at a Door Box.

Paging (page 259)

Door Box chimes 1-3 can broadcast over the External Paging speakers. An extension user can dial **INTERCOM** + **0** to answer the chimes and use their soft keys to control the associated relay.

Single Line Telephones (page 305)

Single line telephones can only receive Door Chime type 0 (normal ring). While connected to the Door Box, an SLT can hookflash to control the system relay.

Transfer (page 358)
>   An extension user cannot Transfer a call to a Door Box.

IntraMail Features
>   None

Operation

Calling <u>from</u> the Door Box	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place a call from the Door Box:	
1. Press the Door Box call button.	
2. When someone inside the building answers your call, speak toward the Door Box. • Once you press the call button, you can not control the call. You must wait for someone to answer.	

Calling <u>to</u> the Door Box	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place a call to the Door Box from a keyset:	
1. Lift handset and press **INTERCOM**. • At a single line set, just lift the handset.	
2. Dial the Door Box extension number. • You hear two beeps, then conversation with the visitor at the door.	

Answering Door Box Chimes	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To answer Door Box chimes or ringing:	
1. Lift the handset. • Door Box chimes are not available at single line telephones.	

Controlling the Door Strike	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To activate the Door Box relay (which in turn controls the door strike): • Once set up in programming, this option is available to any member of the Door Box Ring Group as well as any extension with a Call Coverage key for the Door Box Ring Group.	
1. Place or answer a Door Box call.	
2. Do one of the following.	
a.	[Open] [Open]	Select to open the Door Box relay (if closed/activated). • Alternately press **FLASH**.
b.	[Close] [Close]	Select to close the Door Box relay (if open/deactivated). • Alternately press **FLASH**.
c.	At a single line telephone, hookflash to open or close the Door Box relay,	

Features

Equal Access Compatibility

Description

See *Toll Restriction* (page 351) for more.

Description

Lets calls ring longer that usual to assist co-workers that can't readily get to their phones.

Extended Ringing forces an unanswered call to ring a telephone an extended number of times before rerouting. This helps a users that cannot get to their phone quickly to pick up calls (such as a warehouse worker). Extended Ringing is available with the following features:

❧ **Direct Inward Line**
DILs ring for an extended period before routing to the overflow destination.

❧ **Transfer**
Transferred outside calls ring for an extended period before recalling the transferring extension.

Conditions
• None

Default Setting
• Disabled.

Programming

1. | **Should the extension have Extended Ringing capability?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

2. If yes, in *1401-02: Extended Ring* (page 628) enter **Yes**.

3. If no, in *1401-02: Extended Ring* (page 628) enter **No**.

2. | **Does Extended Ringing ring for an adequate time before the call reroutes?**

1. If yes, leave *1604-03: Extended Ringing Timer* (page 678) at its current setting.

1. If no, adjust *1604-03: Extended Ringing Timer* (page 678) as required.

Other Related Features

Features
Direct Inward Line (page 109)
> With Extended Ringing, a call rings longer at its destination before diverting to Key Ring.

Transfer (page 358)
> With Extended Ringing enabled, transferred outside calls ring the destination extension longer before recalling the transferring extension.

IntraMail Features
None

Operation

None

Extension Hunting

Description

Automatically route calls to co-workers that work closely together.

Extension Hunting routes calls to a predefined group of hunt group member extensions. A call rings in sequence through the hunt group until answered at a member extension. Extension Hunting is helpful, for example, for a group of co-workers that share responsibility for answering calls. Each call cycles through the group until an available member picks it up.

There are three types of Extension Hunting:

- Circular Hunting
- Terminal Hunting
- Uniform Call Distribution (UCD) Hunting

Circular Hunting

A Circular Hunting group consists of a group of extensions programmed into a Circular Hunting list. A call unanswered at a member extension rings the next extension in the programmed list. If unanswered, the call will continue to cycle through the hunt group. Depending on the hunt type (see below), Circular Hunting will occur for transferred outside calls, DILs to a hunt group member, and ringing Intercom calls. Hunting does not occur for Key Ring and Ring Group calls.

There are four types of Circular Hunting:

- **Ring No Answer Outside Calls** (Option 1)
  Hunting will occur for unanswered outside calls. Hunting will not occur for unanswered ringing Intercom calls or while the member extension is busy.
- **Busy/Ring No Answer Outside Calls** (Option 2)
  Hunting will occur for unanswered outside calls and for outside calls to the member extension while it is busy. Hunting will not occur for ringing Intercom calls.
- **Busy/Ring No Answer All Calls** (Option 3)
  Hunting will occur for unanswered outside and ringing Intercom calls, and for outside and ringing Intercom calls to the member extension while it is busy.
- **Busy Outside Calls** (Option 4)
  Hunting will occur for outside calls to the member extension while it is busy. Hunting will not occur for unanswered outside and ringing Intercom calls.

Overview of Circular Hunting
When setting up Circular Hunting, *do not program the last extension in the group to hunt back to the first*. Instead, program the last extension to hunt to the second extension in the group. • To achieve Circular Hunting, send calls to the first extension in the group. • See *Setting Up Circular Hunting* (page 157) for more on programming Circular Hunting.
Programmed Hunt Order **302 -> 303 -> 304 -> 305 -> 302** • Send call to extension 302. • Hunting will not proceed past extension 305. If the call is unanswered at 305, it follows normal recall/routing programming. • For example, a transferred call will recall the transferring extension and, if still unanswered, go to Key Ring.
Programmed Hunt Order **302 -> 303 -> 304 -> 305 -> 303** • Send call to extension 302. • Hunting will circulate normally, excluding extension 302.

Circular Hunting Notes:

❥ For type 3 hunting, an Intercom call will stop hunting when it voice-announces. Extension Hunting follows the Handsfree Answerback/Forced Intercom Ringing setup at each extension.

❥ Placing an extension in DND temporarily removes it from the Circular Hunting group.

Terminal Hunting

A Terminal Hunting group consists of a group of extensions programmed into a Terminal Hunting list. A call unanswered at a member extension rings the next extension in the programmed list. The call will cycle through the group once, until it reaches the last extension in the list. Unlike Circular Hunting, the call will not cycle back to the top of the hunt list. Depending on the hunt type (see below), Terminal Hunting will occur for transferred outside calls, DILs to a hunt group member, and ringing Intercom calls. Hunting does not occur for Key Ring and Ring Group calls.

Just like Circular Hunting, there are four types of Terminal Hunting:

❥ **Ring No Answer Outside Calls** (Option 1)
Hunting will occur for unanswered outside calls. Hunting will not occur for unanswered ringing Intercom calls or while the member extension is busy.

❥ **Busy/Ring No Answer Outside Calls** (Option 2)
Hunting will occur for unanswered outside calls and for outside calls to the member extension while it is busy. Hunting will not occur for ringing Intercom calls.

❥ **Busy/Ring No Answer All Calls** (Option 3)
Hunting will occur for unanswered outside and ringing Intercom calls, and for outside and ringing Intercom calls to the member extension while it is busy.

❥ **Busy Outside Calls** (Option 4)
Hunting will occur for outside calls to the member extension while it is busy. Hunting will not occur for unanswered outside and ringing Intercom calls.

Terminal Hunting Notes:

❥ If a call cycles through the entire Terminal Hunting group and remains unanswered, it follows normal recall/routing programming. For example, a transferred call will recall the transferring extension and, if still unanswered, go to Key Ring.

❥ Placing an extension in DND temporarily removes it from the Terminal Hunting group.

❥ For type 3 hunting, an Intercom call will stop hunting when it voice-announces. Extension Hunting follows the Handsfree Answerback/Forced Intercom Ringing setup at each extension.

Uniform Call Distribution (UCD) Hunting

Like Circular and Terminal Hunting, a UCD Hunting also consists of a group of extensions programmed into a hunt list. The system routes calls into a UCD Group according to the frequency of use of the member extensions. The first extension rung is the member that has been idle the longest. The last extension rung is the member that has been idle the shortest.

Each member of the group is additionally associated with a UCD Master Extension Number. To activate UCD Hunting, an incoming call must route to the UCD Group master number. This is done by placing an Intercom call to the master number, transferring a call to the master number or setting up a DIL to the master number. When all members of the UCD Group are busy, the call can route to the programmed UCD Overflow destination.

The system provides up to 8 UCD Groups (1-8). The UCD Group master numbers are predefined as 700-707 (with 700 reserved for voice mail), but can be any valid extension number not already in use.

UCD Hunting and Call Coverage Keys

If an extension has a Call Coverage key for a UCD Group, the key will ring if a call comes into the group while all members are busy. This allows extension users to "cover" UCD Groups when they are busy.

If you set up the UCD Group with no members, the Call Coverage key will ring whenever a call comes into the group. This type of group functions as a "dummy" (phantom) extension.

❧ Calls to the "dummy" extension activate the Call Coverage keys on the covering extensions.

❧ Co-workers can transfer calls into the group. They will ring all Call Coverage keys for the group. If unanswered, a call transferred into the group follows the programmed UCD Group overflow destination (as do unanswered calls). It will not recall to the transferring party.

❧ A *UCD Master* night key for the group will control the night termination of any Direct Inward Lines (DILs) terminated to the group. For example, you can have a DIL to the UCD Group during the day (e.g., 701) and IntraMail at night (e.g., 700). When an extension user presses the *UCD Master* night key for the group, the DILs route to IntraMail.

❧ DILs to the group ring the Call Coverage keys on the covering extensions.

UCD Hunting Notes:

❧ Unanswered transferred calls and DILs continue to cycle through the UCD Group as long as an agent is available.

❧ Placing an extension in Do Not Disturb temporarily removes it from the UCD Group.

❧ Intercom calls to the UCD Group master number always ring the agent extensions.

❧ You can set up a UCD Group to overflow to voice mail. Use *2302-01: UCD Group Overflow Destination* (page 792) to set up this option. Do not use *3112-03: Day Overflow Destination* (page 820).
  - If a call into a UCD Group overflows to voice mail, it is picked up by the UCD Group Mailbox. See *Group Mailbox* (page 497) for more.

❧ To put DILs to a UCD Group master number into the night mode, press a uniquely programmed System Mode UCD Master Night key. See *Night Service / Night Ring* (page 252) for more.

Conditions
• None

Default Setting
• Hunting is not set up.
• UCD Group master numbers are predefined as shown in the following table. If required, you can reassign the UCD Group master numbers in *1315-01: UCD Group Master Extension Number* (page 627).

UCD Group Default Assignments	
UCD Group	**Default Master Number**
1	700
2	701
3	702
4	703
5	704
6	705
7	706
8	707

Programming

Setting Up Circular Hunting

1.	**Assign the hunt type to each extension in a Circular Hunting Group?**

1. In *2115-01: Hunt Type* (page 746), assign the hunt type for each extension in the group.
- **1** = Ring No Answer Outside Calls
- **2** = Busy/Ring No Answer Outside Calls
- **3** = Busy/Ring No Answer All Calls
- **4** = Busy Outside Calls

2.	**Set up the hunt destination routing.**

1. In *2115-01: Hunt Destination* (page 746), set up the circular hunt routing.
- Each extension should route to the next in the group.
- The last extension should route back to the second. See the *Overview of Circular Hunting* (page 154) chart for more.

3.	**Do calls ring a hunt group member for the correct interval before routing to the next extension?**

1. If yes:
- Leave *1601-03: Call Forward No Answer Timer* (page 670) and *1603-01: Transfer Recall Timer* (page 675) at their current settings.

2. If no:
- To change how long the first member of the group rings, adjust *1603-01: Transfer Recall Timer* (page 675) as required.
- To change how long the next and succeeding members of the group ring, adjust *1601-03: Call Forward No Answer Timer* (page 670) as required.

4.	**Do DILs ring a hunt group member for the correct interval before routing to the next extension?**

1. If yes, leave *1601-02: DIL No Answer Timer* (page 669) at its current setting.

2. If no, adjust *1601-02: DIL No Answer Timer* (page 669) as required.

Setting Up Terminal Hunting

1.	**Assign the hunt type to each extension in a Terminal Hunting Group?**

1. In *2115-01: Hunt Type* (page 746), assign the hunt type for each extension in the group.
- **1** = Ring No Answer Outside Calls
- **2** = Busy/Ring No Answer Outside Calls
- **3** = Busy/Ring No Answer All Calls
- **4** = Busy Outside Calls

2.	**Set up the hunt destination routing.**

1. In *2115-01: Hunt Destination* (page 746), set up the terminal hunt routing.
- Each extension (except the last) should route to the next in the group.
- For the last extension, press **CLEAR** to undefine the hunt assignment.

| 3. | **Do calls ring a hunt group member for the correct interval before routing to the next extension?** |

1. If yes:
  - Leave *1601-03: Call Forward No Answer Timer* (page 670) and *1603-01: Transfer Recall Timer* (page 675) at their current settings.

2. If no:
  - To change how long the first member of the group rings, adjust *1603-01: Transfer Recall Timer* (page 675) as required.
  - To change how long the next and succeeding members of the group ring, adjust *1601-03: Call Forward No Answer Timer* (page 670) as required.

| 4. | **Do DILs ring a hunt group member for the correct interval before routing to the next extension?** |

1. If yes, leave *1601-02: DIL No Answer Timer* (page 669) at its current setting.

2. If no, adjust *1601-02: DIL No Answer Timer* (page 669) as required.

| 5. | **Do you want an extension to overflow to voice mail when unanswered, busy, or in DND?** |

1. If yes, for *2115-01: Hunt Destination* (page 746) enter 700 (the voice mail master number).
  - See *Extension Hunting to Voice Mail* (page 478) for more.

Setting Up UCD Hunting

| 1. | **Assign hunt type 05 to each member of the UCD Group.** |

1. In *2115-01: Hunt Type* (page 746), make sure each extension in the UCD Group has hunt type 05.

| 2. | **Make sure all group members have the same master extension number.** |

1. In *2115-01: UCD Group Master Number* (page 746), make sure each extension in the same UCD Group has the same master number.
- Normally, group 1 (master number 700) is reserved for voice mail.

| 3. | **Do you want to change the UCD Group master numbers?** |

1. If yes, assign new master numbers in *1315-01: UCD Group Master Extension Number* (page 627).

2. If no, leave the assignments in *1315-01: UCD Group Master Extension Number* (page 627) unchanged.

| 4. | **When all UCD Group members are busy, should calls overflow to an alternate destination?** |

1. If yes:
- In *2302-01: UCD Group Overflow Destination* (page 792) enter the overflow destination. The destination can be:
  - An extension.
  - A Ring Group.
  - Another UCD Group master number (including the voice mail master number).
  - If overflowing to voice mail, turn to *UCD Group Mailbox* (page 497) for more.
- In *1601-04: UCD No Answer Timer* (page 670), set the overflow timer as required.

2. If no, don't enter a destination in *2302-01: UCD Group Overflow Destination* (page 792).

| 5. | **Do calls ring an idle group member for the correct interval before routing to the next member?** |

1. If yes, leave *1601-03: Call Forward No Answer Timer* (page 670) at its current setting.

1. If no, adjust *1601-03: Call Forward No Answer Timer* (page 670) as required.

| 6. | **Do DILs to the master number ring an idle hunt group member for the correct interval before routing to the next extension?** |

1. If yes, leave *1601-02: DIL No Answer Timer* (page 669) at its current setting.

2. If no, adjust *1601-02: DIL No Answer Timer* (page 669) as required.

Extension Hunting

Extension Hunting Timers

The following diagrams show how the system implements various timers when handling Extension Hunting calls.

Transfer to Hunt Group
Busy/Ring No Answer All Calls (Type 3)
Circular and Terminal Hunting

Call transferred into hunt group.

1603-01: Transfer Recall Timer (page 675)

Call rings first member for Transfer Recall time.

1601-03: Call Forward No Answer Timer (page 670)

If unanswered, call rings the next and succeeding members for the Call Forward Ring No Answer time.

300

If unanswered, call rings extension 300.

1601-03: Call Forward No Answer Timer (page 670)

If unanswered at extension 300 for the Call Forward Ring No Answer time, the call diverts to Key Ring.

Key Ring.

Features
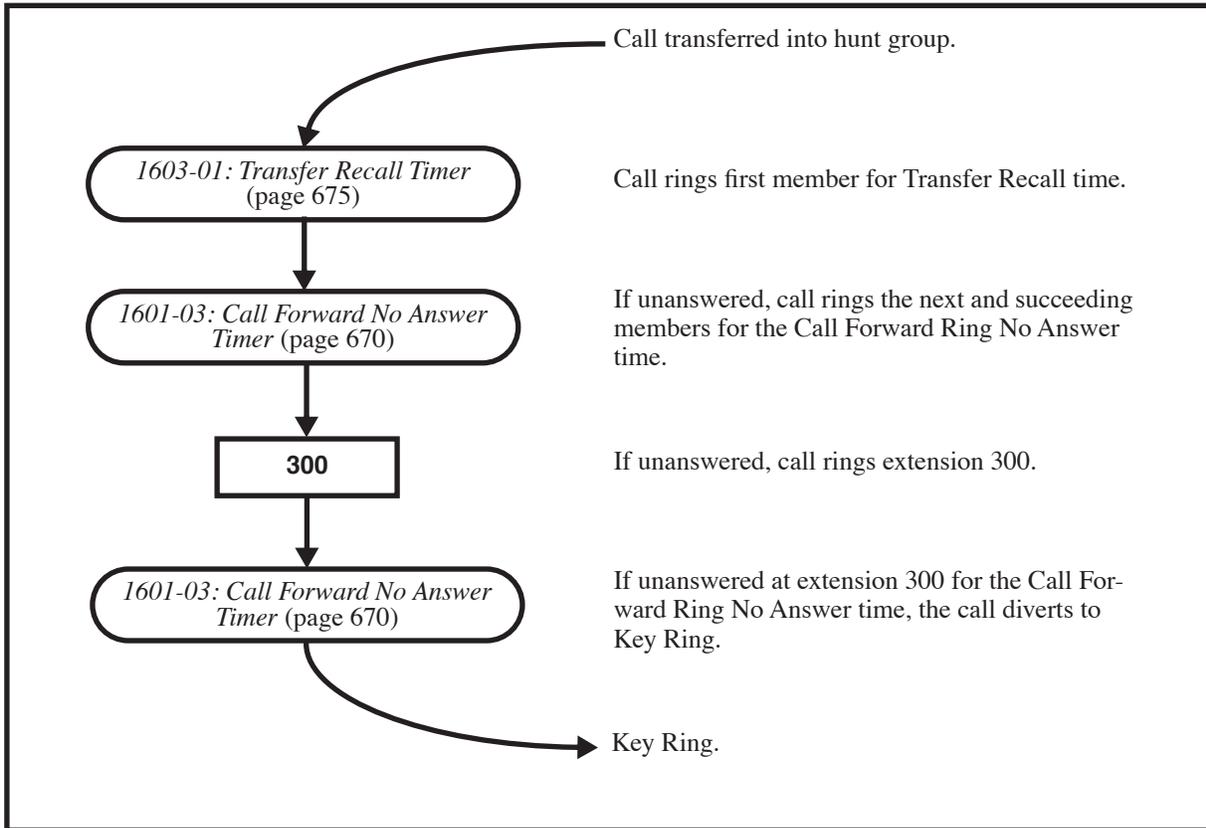
<u>**Transfer to Hunt Group**</u>
Busy/Ring No Answer All Calls (Type 3) Circular and Terminal Hunting
Routing to Busy UCD Group with Overflow

Call transferred to extension A, which is the single member of a type 3 hunt group that is set up to hunt to extension B.

1603-01: Transfer Recall Timer
(page 675)

Call rings extension A for the *Transfer Recall* time.

Extension B

If unanswered at extension A, the call hunts to extension B which is the single member to a type 5 UCD Group that is set up to overflow to extension C.

1601-03: Call Forward No Answer Timer (page 670)

The call now rings extension B for the *Call Forward No Answer* time.

Busy UCD Master

If unanswered at extension B, the call camps-on to the busy UCD master extension number.

1601-04: UCD No Answer Timer
(page 670)

The call camps-on to the UCD Group for the *UCD No Answer* interval, waiting for a member to become free. Note that the Call Coverage Delay timer also starts now. See *Call Coverage Keys* (page 40) for more.

UCD Overflow

If a UCD Group member does not become free, the call diverts to the programmed overflow destination.

1601-03: Call Forward No Answer Timer (page 670)

The call the rings the overflow destination for the *Call Forward No Answer* time.

If still unanswered, the call diverts to Key Ring.

Extension Hunting

DIL (no overflow) to Hunt Group
Busy/Ring No Answer All Calls (Type 3)
Circular and Terminal Hunting

DIL (with no overflow) directly rings hunt group member.

1601-02: DIL No Answer Timer
(page 669)

DIL rings programmed DIL destination for the *DIL No Answer* time.

1601-02: DIL No Answer Timer
(page 669)

If unanswered, call rings the next and succeeding members for the *DIL No Answer* time.

If still unanswered, call diverts to Key Ring.

DIL (with overflow) to Hunt Group
Busy/Ring No Answer All Calls (Type 3)
Circular and Terminal Hunting

DIL (with overflow) directly rings hunt group member.

1601-02: DIL No Answer Timer
(page 669)

DIL rings programmed DIL destination for the *DIL No Answer* time.

1601-02: DIL No Answer Timer
(page 669)

If unanswered, call rings the next and succeeding members for the *DIL No Answer* time.

1601-02: DIL No Answer Timer
(page 669)

If unanswered at the last extension, the DIL rings the programmed overflow destination for the *DIL No Answer* time.

If still unanswered, call diverts to Key Ring.

Outside Call on Hold at Hunt Group Member
Busy/Ring No Answer All Calls (Type 3)
Circular and Terminal Hunting

Hunt group member puts outside call on Hold.

1603-02: Hold Recall Timer
(page 675)

If not picked up, outside call recalls the extension that put it on Hold after the Hold Recall time.

1601-01: Line No Answer Timer
(page 669)

The call then rings the extension that put it on Hold for the Line No Answer time.

If still unanswered, call diverts to Key Ring.

Other Related Features

Features

Call Coverage Keys (page 40)
> A keyset can have a Call Coverage key for a UCD Group master number. The key will ring if a call comes into the group while all members are busy.

Call Forwarding (page 44)
> - If a member of a Circular or Terminal Hunting group forwards their calls, hunting will follow Call Forwarding.
> - Calls to a UCD Group *will not* follow Call Forwarding at a group member's extension. However, calls directed to the group member's extension (such as DILs and transferred calls) *will* follow the Call Forwarding set up at the extension.

Direct Inward Line (page 109)
> DILs to a Circular or Terminal Hunting group member initiate hunting. In addition, DILs to a UCD Group master number ring the UCD Group directly. To put DILs to a UCD Group master number into the night mode, press a uniquely programmed *UCD Master* Night key. See *Night Service / Night Ring* (page 252) for more.

Directory Dialing (page 131)
> Intercom Directory Dialing will show UCD Group names.

Do Not Disturb (page 143)
> Placing an agent in DND temporarily removes it from the UCD Group.

Flexible Numbering Plan (page 179)
> UCD Hunting group master numbers cannot be in the extension number range. By default, the systems uses codes beginning with 0 for operator access and 9 for line/line group access.

Group Mailbox (page 497)
> If a call into a UCD Group overflows to voice mail, it is picked up by the UCD Group Mailbox.

Group Ring (page 189)
> Group Ring calls do not activate hunting.

Intercom (page 211)
> Voice-announced Intercom calls do not initiate hunting.

Music on Hold (page 246)
> If Music on Hold is enabled for transferred calls, a caller transferred to a busy UCD Group hears MOH.

Extension Hunting

Night Service / Night Ring (page 252)

>To put DILs to a UCD Group master number into the night mode, press a uniquely programmed *UCD Master* Night key.

Transfer (page 358)

- Outside calls transferred to a Terminal or Circular Hunting group member activate hunting. In addition, outside calls transferred to a UCD Group master number activate hunting.
- When handling Transfer recalls, Call Forwarding has priority over Extension Hunting. See *Interaction Between Call Forwarding, Extension Hunting, and Transfer Recall* (page 359) for more.

Voice Mail (page 372)

- To set up extension overflow to voice mail, turn to *Extension Hunting to Voice Mail* (page 478).
- For Terminal and Circular Hunting, unsupervised transfers (UTRF) from the voice mail Automated Attendant route like outside calls. Supervised transfers (STRF) from the voice mail Automated Attendant route like Intercom calls. In either case, unanswered calls eventually route the initially called extension's mailbox.

IntraMail Features

None

Operation

Sending a Call to a Terminal or Circular Hunting Group		**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
To send a call to a Terminal or Circular Hunting Group:		
1.	Do one of the following.	
	a.	Transfer an outside call to a hunt group member.
	b.	Set up a DIL to a hunt group member.
	c.	Place a ringing Intercom call to a hunt group member.
	d.	Set up a hunt group member as a line's overflow destination.

Sending a Call to a UCD Group		**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
To send a call to a UCD Group:		
1.	Do one of the following.	
	a.	Transfer a call to the UCD Group master number.
	b.	Set up a DIL to the UCD Group master number.
	c.	Place an Intercom call to the UCD Group master number.
	d.	Set up the UCD Group master number as a line's overflow destination.

Removing/Reinstalling your Extension from your UCD Group		**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
To temporarily remove/reinstall your extension from your UCD Group:		
1.	Press **INTERCOM** and dial ***5**.	
2.	Do one of the following:	
	a.	Dial **4** to return your extension to your UCD Group.
	b.	Dial **6** to remove your extension from your UCD Group.
3.	Press **SPEAKER** to hang up.	

Extension Locking

Description

When they leave the office, a keyset user can secure their phone to prevent unauthorized use.

Extension Locking allows a keyset extension user to secure their phone when they leave the office. The user may want to do this if their phone has Toll Restriction and Class of Service options enabled that could be easily abused. ***While locked, the restrictions set up in Class of Service 15 and Toll Level 7 are in force at the extension.*** When the user returns, they just unlock their extension to return it to normal operation.

You'll need to program the restrictions in Class of Service 15 and Toll Level 7 separately. See the *Class of Service* (page 88) and *Toll Restriction* (page 351) features for more.

Walking Class of Service and Extension Locking

Walking Class of Service overrides Extension Locking. For example:

❧ Extension 301 is permitted by their Class of Service and Toll Restriction to use Paging and place long distance calls.

❧ Extension 306 locks their extension. While locked, Class of Service 15 prevents Paging and Toll Level 7 prevents long distance calls. These features are no longer available at extension 306.

❧ The extension 301 user goes to extension 306 and implements Walking Class of Service.

❧ The extension 301 user can then use 306 to make long distance calls and Page (even though 306 was locked to prevent those features).

Conditions
• None

Default Setting
• Extension Locking is disabled in an extension's Class of Service.
• There are no PIN codes entered by default. In addition:
  - An extension user can dial **INTERCOM** + **##6** to enter or change their PIN number.
  - The operator can dial **INTERCOM + ##3** to erase a co-worker's PIN number and unlock their extension.

Programming

1.	Should an extension have Extension Locking capability?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

2. If yes:
  - In *1412-03: Station Locking* (page 649), enter **Yes**.
  - In *2102-04: User Programming Access Level* (page 725), make sure at least the operator has access level 4 or 5. (This allows the operator to erase a co-worker's PIN number and unlock their extension).
  - In *2102-05: Station PIN Code* (page 725), assign PIN numbers to extensions (4 digits, using 0-9. # and *).

3. If no:
  - In *1412-03: Station Locking* (page 649), enter **No**.

Other Related Features

Features
Walking Class of Service (page 392)
> Extension Locking and Walking Class of Service share the same PIN code.

IntraMail Features
> None

Operation

Locking and Unlocking Your Extension	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To lock your extension:	
1.	Press **INTERCOM** and dial **##5**. • While your extension is locked, **DND** winks on and you hear pulsating dial tone when you press **INTERCOM**.
To unlock your extension:	
1.	Press **INTERCOM** and dial **##5**. Your hear pulsating dial tone when you press **INTERCOM**.
2.	When you see ENTER PIN CODE: • Enter your PIN number + **HOLD**.

Entering or Changing Your PIN Number	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To enter your PIN number (if you don't have one assigned):	
1.	Press **INTERCOM** and dial **##6**.

2.	When you see ENTER NEW PIN:
	• Enter your new PIN number + **HOLD**.
	• When entering your PIN number:
	  - **CLEAR** erases your entire entry.
	  - **REDIAL** backspaces over (erases) the last digit entered.

3.	When you see REENTER NEW PIN: • Confirm your entry by reentering your new PIN number.
4.	When you see NEW PIN ACCEPTED:
	[Exit] [Exit]
To change your PIN number (if you already have one assigned):	
1.	Press **INTERCOM** and dial **##6**.
2.	When you see ENTER PIN CODE: • Enter your current PIN number + **HOLD**.

3.	When you see ENTER NEW PIN:
	• Enter your new PIN number + **HOLD**.
	• When entering your PIN number:
	  - **CLEAR** erases your entire entry.
	  - **REDIAL** backspaces over (erases) the last digit entered.

4.	When you see REENTER NEW PIN: • Confirm your entry by reentering your new PIN number.
5.	When you see NEW PIN ACCEPTED:
	[Exit] [Exit] Select to exit PIN number programming.

Extension Locking

Unlocking an Extension from the Attendant's Phone		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To unlock an extension (and clear the extension's PIN number) from the attendant's phone:		
1.	Press **INTERCOM** and dial **##3**. • You must have a PIN number entered for your phone to use this feature.	
2.	When you see **ENTER PIN CODE**: • Enter your PIN number + **HOLD**.	
3.	When you see **ENTER EXTENSION**: • Enter the number of the extension you want to unlock + **HOLD**.	
4.	When you see **CLEAR PIN: xxx**, do one of the following:	
	[YES] [YES]	Select to unlock the extension entered in step 3 above.
	[NO] [NO]	Select to back up to step 2 without unlocking.

Description

Feature Keys simplify feature operation.

Each keyset has Feature Keys. These Feature Keys simplify placing calls, answering calls and using certain features. You can customize the function of any keyset's Feature Keys from the system program and the User Programmable Features.

The **22-Button Standard and Display Telephones** feature 12 Feature Keys.

The **34-Button Display Telephone** features 24 Feature Keys.

The **34-Button Super Display Telephone** also features 24 Feature Keys.

You can assign the following types of Feature Keys to an extension.

• Account Code	• Intercom Directory Dialing	• Park Orbit
• Call Coverage (immediate, delayed or no ring)	• Line keys	• Reverse Voice Over
• Call Forwarding	• Message Center	• Save Number Dialed
• Call Timer	• Loop Key, Fixed	• Speed Dial, Personal
• Group Call Pickup (immediate, delayed or no ring)	• Loop Key, Switched	• Speed Dial, System

Feature Keys

• Headset key	• Night key	• Split
• Hotline	• Page Zones	• Voice Mail Conversation Record

Conditions
- If you unplug a 34-button telephone and replace it with a 22-button telephone, Feature Keys 13-24 are inaccessible. However, the system still retains the programming for those keys.

Default Setting
- In DSX-80/160, keys 1-12 are line keys for lines 1-12 and keys 13-24 are undefined.
- In DSX-40, keys 1-8 are line keys for lines 1-8 and keys 9-24 are undefined.
- For attendants:
  - Key 12 (on 22-button) or key 24 (on 34-button) is an Operator Call Key.

Programming

1.	Set up an extension's Feature Keys.

1. In *2121-[01 to 24]: Feature Key Codes* (page 758), enter the key code for the Feature Key you are programming.
- Refer to the *Extension Feature Key Assignments* chart below for the key codes.

2. In *2121-[01 to 24]: Feature Key Data* (page 758), enter the data for the key code selected.
- Refer to the *Extension Feature Key Assignments* chart below for the key codes.

1.	Are any of the extensions Feature Keys set up as line keys?

1. If yes, in *2111-05: Key Access for Outside Lines* (page 732) enter **Yes**.
- This option does not restrict loop keys.
- Also review the following feature for more on setting up outside calling:
  - *Central Office Calls, Answering* (page 74)
  - *Central Office Calls, Placing* (page 78)

2. If no, be sure the extension has at least one loop key for incoming calls.
- This provides an answering point for incoming calls if the extension doesn't have line keys.

Extension Feature Key Assignments

Extension Feature Key Assignments (Page 1 of 6)			
Key Type	**Description**	**Key Code and Data**	**Operation**
Undefined	Use this option to designate a Feature Key as undefined (no function).	**00**	N/A
Loop Key (Switched) (page 233)	Use this option to assign a Feature Key as a Switched Loop key.	**01**	• Press the key to place or answer call.
	Busy Lamp Field (BLF) **Off** . . . . .Loop key idle. **On (green)** . . . .You are busy on a loop key call. **Slow Flash** . . . .Line is ringing.		

Extension Feature Key Assignments (Page 2 of 6)			
Key Type	**Description**	**Key Code and Data**	**Operation**
Loop Key (Fixed) (page 233)	Use this option to assign a Feature Key as a Fixed Loop key.	**02 + nn (Line Group 90-98)**	
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . Loop key idle. **On (green)** . . . . You are busy on a loop key call. **Slow Flash** . . . . Line is ringing.		
Line (page 227)	Use this option to assign a Feature Key as a line key.	**03 + nn (line number 1-64)**	• Press the key to place or answer call.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . Line is idle or not installed. **On (red)** . . . . A co-worker is busy on the line or has the line on Exclusive Hold. **On (green)** . . . . You are busy on the line. **Wink On (red)** . . . . On System Hold at a co-worker's extension. **Wink On (green)** . . . . . . On System Hold at your extension. **Double Wink On (green)** . On Exclusive Hold or recalling your extension. **Slow Flash (red)** . . . . . . Line is ringing. **Slow Flash (green):** . . . . Line is ringing or your extension directly.		
Park Orbit (page 266)	Use this option to assign a Feature Key as a Park Orbit key.	**04 + nn (Park Orbit 60-69)**	• Press key to Park or retrieve parked call.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . Orbit is idle. **On** . . . . Orbit is holding a parked call. **Wink On (green)** . . . . . . Orbit is holding a call you parked.		
Hotline (page 207)	Use this option to assign a Feature Key as a Hotline key. A keyset user can use the **#HL** user-program-mable procedure to change the Hotline assignments on their console.	**05 + nnn (extension number)**	• Press key to call Hotline partner.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . Partner extension is idle. **On** . . . . Partner extension is busy or ringing. **Medium Flash** . . . . Partner extension is in DND for outside calls (option 1). **Fast Flash** . . . . Partner extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
Call Coverage Immediate Ring (page 40)	Use this option to assign a Feature Key as an immediately ringing Call Coverage Key.	**06 + nnn (extension number)**	• Press key to call covered extension or pick up ringing call.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . Covered extension is idle. **On** . . . . Covered extension is busy. **Slow Flash** . . . . Covered extension is ringing. **Medium Flash** . . . . Covered extension is in DND for outside calls (option 1). **Fast Flash** . . . . Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).		

Feature Keys

Key Type	Description	Key Code and Data	Operation
Call Coverage No Ring (page 40)	Use this option to assign a Feature Key as a lamp only (no ring) Call Coverage Key.	**07 + nnn (extension number)**	• Press key to call covered extension or pick up ringing call.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . Covered extension is idle. **On** . . . . Covered extension is busy. **Slow Flash** . . . . Covered extension is ringing. **Medium Flash** . . . . Covered extension is in DND for outside calls (option 1). **Fast Flash** . . . . .Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
Call Coverage Delay Ring (page 40)	Use this option to assign a Feature Key as a delayed ringing Call Coverage Key.	**08 + nnn (extension number)**	• Press key to call covered extension or pick up ringing call.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . Covered extension is idle. **On** . . . . Covered extension is busy. **Slow Flash** . . . . Covered extension is ringing. **Medium Flash** . . . . Covered extension is in DND for outside calls (option 1). **Fast Flash** . . . . .Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
Group Pickup Immediate Ring (page 184)	Use this option to assign a Feature Key as an immediately ringing Group Call Pickup key.	**09 + nn (Pickup Group 1-16)**	• Press key to answer call ringing Pickup Group.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . No call is ringing the pickup group. **Slow Flash (green)** . . . . A call is ringing the pickup group.		
Group Pickup No Ring (page 184)	Use this option to assign a Feature Key as a lamp only (no ring) Group Call Pickup key.	**10 + nn (Pickup Group 1-16)**	• Press key to answer call ringing Pickup Group.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . No call is ringing the pickup group. **Slow Flash (green)** . . . . A call is ringing the pickup group.		
Group Pickup Delay Ring (page 184)	Use this option to assign a Feature Key as a delay ring Group Call Pickup key.	**11 + nn (Pickup Group 1-16)**	• Press key to answer call ringing Pickup Group.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . No call is ringing the pickup group. **Slow Flash (green)** . . . . A call is ringing the pickup group.		
Page Zone (page 259)	Use this option to assign a Feature Key as a Page Zone key.	**13 + n (Page Zone 1-7, 0 for All Call)**	• Press key to Page into assigned zone.
	<u>Busy Lamp Field (BLF)</u> **On** . . . . The assigned Page zone is busy. **On (green)** . . . . The assigned Page zone is busy broadcasting an announcement you are making. **Off** . . . . The assigned Page zone is idle.		

	Extension Feature Key Assignments (Page 4 of 6)		
Key Type	**Description**	**Key Code and Data**	**Operation**
System Speed Dial (page 315)	Use this option to assign a Feature Key as a System Speed Dial key. You assign the key to specific System Speed Dial bin. • There is no BLF for this key type.	**14 + nnn (bin 001-999)**	• Press key to dial stored number.
Personal Speed Dial (page 315)	Use this option to assign a Feature Key as a Personal Speed Dial key. You assign the key to a specific Personal Speed Dial bin. • There is no BLF for this key type.	**15 + nnn (bin 01-20)**	• Press key to dial stored number.
Call Timer (page 55)	Use this option to assign a Feature Key as a Call Timer key. There are two types of timer key: manual and automatic.	**16 + n (1=manual, 2=automatic)**	• Press key to start or stop Call Timer.
	<u>Busy Lamp Field (BLF)</u> **On** . . . . Call Timer on. **Off** . . . . Call Timer off.		
Voice Mail Record (page 372)	Use this option to assign a Feature Key as a voice mail Record key. • You must have voice mail installed to use this key. • A voice prompt and periodic beep will remind you that your calls are being recorded.	**17 + nnn (extension number of valid Subscriber Mailbox)**	• Press key to record conversation into mailbox.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . Conversation Record is off. **Fast Flash (green)** . . . . Conversation Record is on.		
Night (page 252)	Use this option to assign a Feature Key as a Night key. There are two options: *System Night* key and *UCD Night* key. The *System Night* key puts all Key Ring lines and lines terminated to Ring Group master numbers into the night mode. The *UCD Night* key puts all lines terminated to the UCD Group master number into the night mode.	**18 + CLEAR** (System Night key) **18 + UCD Group master number** (UCD Night key)	• Press key to put Key Ring lines and lines terminated to Ring Group master into night mode. OR • Press key to put lines terminated to UCD master into night mode.
	<u>Busy Lamp Field (BLF)</u> **On** . . . . Night mode is on. **Off** . . . . Night mode is off.		
Split (page 323)	Use this option to assign a programmable key as a Split key. • There is no BLF for this key type.	**20**	See *Split (Alternate)* (page 323) for more.
Intercom Directory Dialing (page 131)	Use this option to assign a programmable key as an Intercom Directory Dialing key.	**21**	• Press key to access Intercom Directory Dialing.
	<u>Busy Lamp Field (BLF)</u> **On** . . . . Intercom Directory Dialing is active (being used). **Off** . . . . Intercom Directory Dialing is inactive (off).		

Feature Keys

Key Type	Description	Key Code and Data	Operation
Reverse Voice Over Key (page 289)	Use this option to assign a Feature Key as a Reverse Voice Over key.	**23 + nnn (extension number)**	• While on a handset call, press key to place a private Intercom call to covered extension.
	Busy Lamp Field (BLF) **Off** . . . . Assigned extension is idle. **On** . . . . Assigned extension is busy or ringing. **Medium Flash** . . . . Assigned extension is in DND for outside calls (option 1). **Fast Flash** . . . . Assigned extension is in DND for Intercom calls (option 2) or All Calls (option 3)		
Message Center (page 372)	Use this option to assign a Feature Key as a Message Center key.	**24 + nnn (extension number)**	• Press key to call Message Center Mailbox.
	Busy Lamp Field (BLF) **Off** . . . . No messages waiting in the Message Center Mailbox. **Fast Flash** . . . . Messages waiting in the Message Center Mailbox.		
Save Number Dialed (page 298)	Use this option to assign a Feature Key as a Save Number Dialed key. • There is no BLF for this key type.	**25**	While on a call: • Press key to save the number you just dialed. While idle: • Press key to redial a previously saved number.
Account Code (page 14)	Use this option to assign a Feature Key as an Account Code key.	**26**	1. Place or answer outside call. 2. Press key. 3. Enter Account Code. 4. Press key to return to the call.
	Busy Lamp Field (BLF) **Off** . . . . Not in Account Code mode or not entering Account Codes. **Fast Flash (green)** . . . . In the Account Code entry mode. **On (green)** . . . . On a call for which the user has entered an Account Code.		
Call Forwarding (page 44)	Use this option to assign a Feature Key as a Call Forwarding key.	**27**	• Press key instead of pressing **INTERCOM** and dialing ***3**.
	Busy Lamp Field (BLF) **Off** . . . . Extension not call forwarded or in the Call Forwarding setup mode. **Fast Flash** . . . . In the Call Forwarding setup mode. **Wink Off** . . . . Extension has Call Forwarding enabled.		

Extension Feature Key Assignments (Page 6 of 6)			
Key Type	**Description**	**Key Code and Data**	**Operation**
Headset (page 198)	Use this option to assign a Feature Key as a Headset key.	**28**	• Press key to enable or disable headset mode.
	Busy Lamp Field (BLF) **Off** . . . . Extension is not in the headset mode. **On** . . . . Extension is in the headset mode.		

Other Related Features

Features

Account Codes (page 14)
    An extension can have an Account Code key to simplify Account Code entry.

Call Coverage Keys (page 40)
    An extension can have Call Coverage keys.

Call Forwarding (page 44)
    An extension's Call Forwarding key can streamline Call Forwarding operation.

Call Timer (page 55)
    An extension can have a manual or automatic Call Timer key.

Central Office Calls, Answering (page 74)
Central Office Calls, Placing (page 78)
    An extension can have line keys for placing and answering outside calls.

Check Key (page 86)
    Check the Feature Key assignments.

Directory Dialing (page 131)
    Assign a Directory Dialing key on an extension.

Direct Station Selection (DSS) (page 117)
    If enabled in programming, Feature Keys become DSS keys when the user presses **INTERCOM**.

Group Call Pickup (page 184)
    An extension can have Group Call Pickup keys.

Headset Compatibility (page 198)
    An extension's headset key can simplify switching the headset mode.

Hotline (page 207)
    An extension can have Hotline keys.

Loop Keys (page 233)
    An extension can have Fixed Loop and Switched Loop keys for placing and answering calls.

Night Service / Night Ring (page 252)
    An extension can have night keys for putting the system and UCD Groups into the night mode.

Paging (page 259)
    An extension can have Page zone keys.

Park (page 266)
    An extension can have Park keys.

Reverse Voice Over (page 289)
    An extension can have Reverse Voice Over keys.

Save Number Dialed (page 298)
    An extension can have a Save key.

Split (Alternate) (page 323)
    An extension can have a Split key.

Feature Keys

An extension can have keys for Personal and System Speed Dial bins.

An extension can have voice mail Record and Message Center keys.

IntraMail Features

None

Operation

See *Extension Feature Key Assignments* (page 170).

User Programmable Feature

Programming Feature Keys			
Feature	**Mnemonic**	**Operation**	**Access Level**
Programmable Feature Key Assignments	**#KP (#57)**	**#KP** + Press key you want to program + **HOLD** + **INTER-COM** + Press **Volume Up** or **Volume Down** to select key option + **HOLD** + (Enter any additional data, if required + **HOLD**) + Press **Volume Up** or **Volume Down** to select another key to program, or **CONF** + **SPEAKER** to exit.	3-5

Description

Extension users can access certain CO and PBX features by interrupting line loop current.

Flash allows an extension user to access certain CO and PBX features by interrupting line loop current. Flash lets an extension user take full advantage of whatever features the connected telco or PBX offers. You must set the Flash parameters for compatibility with the connected telco.

Flash for Single Line Extensions

The Class of Service option *1403-01: Flash for Single Line Set* (page 635) allows you to enable or disable hookflash for analog single line extensions. If enabled (Y), a single line extension can hookflash normally and use any of the associated system features. If disabled (N), hookflash is prevented. This means the analog extension can not use any features that require a hookflash (such as Hold, Conference, or Transfer). This may be helpful for lobby phones and single line Ringdown Extensions that should not have access to system features.

When *1403-01: Flash for Single Line Set* (page 635) is enabled (Y):

❧ A single line extension user cannot seize an outside line and hookflash without dialing. If they do, the system will disconnect the initial outside call.

❧ If a single line extension user hookflashes to place their current outside call on Hold and then hangs up, the outside call will immediately recall the extension.

The option is ignored for voice mail ports.

Conditions
• None

Default Setting
• Enabled

Programming

| 1. | Check the setting of the system's Flash timer. |

1. In *1612-04: PBX/Centrex Flash Timer* (page 686), set the timer for compatibility with the connected Centrex or PBX.

| 2. | Should a single line extension be able to hookflash? |

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

2. If yes, in *1403-01: Flash for Single Line Set* (page 635) enter **Yes**.

3. If no, in *1403-01: Flash for Single Line Set* (page 635) enter **No**.

Features

Flash

Other Related Features

Features

Call Timer (page 55)
> Flash restarts the Call Timer.

PBX / Centrex Compatibility (page 270)
> Flash allows an extension user to access certain telco or PBX features.

Toll Restriction (page 351)
> When an extension user with Toll Restriction enabled flashes a line, the system enforces toll Restriction on any digits the user dials from the new dial tone. For example, if an extension user cannot dial 203 926 5400 before they flash, they cannot dial 203 926 5400 after they flash.

IntraMail Features

> None

Operation

Flashing and Outside Line		In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**
To Flash the outside line you are on:		
1.	Do one of the following.	
	a.	At a keyset, press **FLASH**.
	b.	At a single line telephone, hookflash and dial **#3**.

Description

Change the digits users dial for co-workers and other features.

The system's Flexible Numbering Plan allows you to change the digits users dial to reach the attendant, other co-worker's, outside lines, UCD Groups, and Ring Groups. The following chart shows the areas of the system number plan you can change.

For this feature:	You can change the digits a user dials to:	These digits are normally:
Attendant Position (page 24)	Reach the system operator(s)	0 or 01-04
Central Office Calls, Placing (page 78)	Access a Line Group	90-98
Direct Line Access (page 115)	Directly access a line	101-164
Extension Hunting (page 154)	Reach a UCD Group master number	700-707
Group Ring (page 189)	Reach a a Ring Group master number	600-607
Intercom (page 211)	Call a co-worker over the Intercom	300-427

Conditions
• None

Default Setting
• See the table above.

Features

Flexible Numbering Plan

Programming

| 1. | **Do you want to change the digit(s) users dial to reach system operator(s)?** |

1. In yes:
   - In *1301-[01-10]: Function Type* (page 620), assign another digit (except 3) to type **1** (operator access).
   - In *1301-[01-10]: Expected Number of Digits* (page 620), change the expected digits option for the new digit to **2**.
   - Be sure your choice does not affect other system operations.
2. If no, leave the above options at their default settings.

| 2. | **Do you want to change the digit(s) users dial to reach Line Groups?** |

1. If yes:
   - In *1301-[01-10]: Function Type* (page 620), assign another digit (except 3) to type **3** (Line Group access).
   - In *1301-[01-10]: Expected Number of Digits* (page 620), change the expected digits option for the new digit to **2**.
2. If no, leave the above options at their default settings.

| 3. | **Do you want to change the line extension number range used for Direct Line Access?** |

1. If yes:
   - In *1301-[01-10]: Function Type* (page 620), assign another digit (except 3) to type **2** (extension access).
   - In *1301-[01-10]: Expected Number of Digits* (page 620), change the expected digits option for the new digit to **3**.
   - In *1313-01: Line Extension Number* (page 625), change the line extension numbers to use the leading digit selected above.
2. If no, leave the above options at their default settings.

| 4. | **Do you want to change the UCD Group master extension number range?** |

1. If yes:
   - In *1301-[01-10]: Function Type* (page 620), assign another digit (except 3) to type **2** (extension access).
   - In *1301-[01-10]: Expected Number of Digits* (page 620), change the expected digits option for the new digit to **3**.
   - In *1315-01: UCD Group Master Extension Number* (page 627), change the master numbers to use the leading digit selected above.
2. If no, leave the above options at their default settings.

| 5. | **Do you want to change the Ring Group master extension number range?** |

1. If yes:
   - In *1301-[01-10]: Function Type* (page 620), assign another digit (except 3) to type **2** (extension access).
   - In *1301-[01-10]: Expected Number of Digits* (page 620), change the expected digits option for the new digit to **3**.
   - In *1314-01: Ring Group Master Extension Number* (page 626), change the master numbers to use the leading digit selected above.
2. If no, leave the above options at their default settings.

6.	**Do you want to change the Intercom extension number range?**

1. If yes:
- In *1301-[01-10]: Function Type* (page 620), assign another digit (except 3) to type **2** (extension access).
- In *1301-[01-10]: Expected Number of Digits* (page 620), change the expected digits option for the new digit to **3**.
- In *1311-01: Station Extension Number* (page 623), change the extension numbers to use the leading digit selected above.

2. If no, leave the above options at their default settings.

6.	**Do you want to swap the extension numbers of two telephones?**

1. See *9031-Station Swap* (page 925).

Other Related Features

Features

Attendant Position (page 24)
 Change the digits users dial to reach the system operators (normally 0 or 01-04).

Central Office Calls, Placing (page 78)
 Change the digits users dial to access a Line Group for an outside call (normally 90-98).

Direct Line Access (page 115)
 Change the digits users dial to directly access an outside line (normally 101-164).

Extension Hunting (page 154)
 Change the digits required to reach a UCD Group master number.

Group Ring (page 189)
 Change the digits required to reach a Ring Group master number.

Intercom (page 211)
 Change the digits users dial to reach co-worker's over the Intercom (normally 300-427).

IntraMail Features

None

Operation

None

Forced Line Disconnect

Description

Disconnect a co-worker's outside call in an emergency.

Forced Line Disconnect allows an extension user to disconnect (release) another extension's active outside call. Forced Line Disconnect lets a user access a busy line in an emergency, when no other lines are available. Maintenance technicians can also use Forced Line Disconnect to release a line on which there is no conversation. This can happen if a line does not properly disconnect when the outside party hangs up.

> **CAUTION**
>
> Forced Line Disconnect abruptly terminates the active call on the line. Only
> use this feature in an emergency and when no other lines are available.

Conditions
• None

Default Setting
• Enabled for attendants (COS 1). Disabled for all other extensions (COS 2-15).

Programming

1.   **Should extension be allowed to use Forced Line Disconnect?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

2. If yes:
  - In *1402-01: Forced Line Disconnect* (page 633), enter **Yes**.
  - In *2131-[01-64]: Line Access* (page 763), make sure the extension has *outgoing* (option **2**) or *full* (option **3**) access to the lines it should be able to disconnect.

3. If no:
  - In *1402-01: Forced Line Disconnect* (page 633) enter **No**.

Other Related Features

Features

Attendant Position (page 24)
> System attendants normally have Forced Line Disconnect capability.

Barge In (Intrusion) (page 36)
> As an alternative to disconnecting the line, Barge In instead.

Direct Line Access (page 115)
> An extension user with Direct Line Access can dial a code for the busy line before using Forced Line Disconnect.

Tandem Calls / Unsupervised Conference (page 341)
> An extension user can end an Unsupervised Conference by using Forced Line Disconnect on one of the lines in the tandem call.

IntraMail Features

None

Operation

Using Forced Line Disconnect		In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**
To disconnect a busy line:		
1.	Do one of the following.	
	a.	Press the line key for the busy line.
	b.	Press **INTERCOM** and dial the line's extension number (e.g., 101 for line 1).
2.	When you hear busy tone, dial **#** to disconnect the line. • You hear Intercom dial tone and the line key goes out. • You can now place a new call on the line.	

Features

Group Call Pickup

Description

Easily answer a call ringing your Pickup Group, even if you don't know which extension is ringing.

Group Call Pickup allows an extension user to answer a call ringing an extension in their assigned Pickup Group. This permits co-workers in the same Pickup Group to easily answer each other's ringing calls. The user can intercept the ringing call by dialing a code or pressing a programmed Group Call Pickup key. The system has a maximum of eight Pickup Groups, with an unlimited number of extensions in each group. However, an extension can be a member of only one pickup group.

Group Call Pickup can answer the following types of calls:

❧ Ringing Intercom calls

❧ Transferred calls

❧ Direct Inward Lines

❧ Calls on lines assigned to the Pickup Group

To simplify picking up calls, an extension can have Feature Keys assigned as Group Call Pickup keys. There are three types of Group Call Pickup keys: immediate ring, no ring (lamp only), or delayed ring.

Conditions
• None

Default Setting
• No Pickup Groups assigned.

Programming

1.	**Should extension be part of a Pickup Group?**

1. In yes, in *2113-03: Pickup Group* (page 739) enter the number of the Pickup Group (**1**-**8**) to which the extension should belong.

2. If no, make sure *2113-03: Pickup Group* (page 739) is **0**.

2.	**Should an incoming outside call ring all extensions in a Pickup Group?**

1. If yes:
- In *3113-01: Pickup Group Assignment* (page 822), enter the number of the Pickup Group (1-8) to which the line should belong.
- In *2131-[01-64]: Line Access* (page 763), make sure extensions in the Pickup Group have *incoming* (option **1**) or *full* (option **3**) access to the line.
- In *2132-[01-64]: Line Ringing* (page 764), make sure to enable ringing for all extensions in the Pickup Group that should ring for the line.

2. If no, in *3113-01: Pickup Group Assignment* (page 822) enter **0**.

3.	**Setting up Group Call Pickup keys on a keyset.**

1. In *2121-[01 to 24]: Feature Key Codes* (page 758):
    - For an Immediate Ring Group Call Pickup key, assign key code 09.
    - For a No Ring (Lamp Only) Group Call Pickup key, assign key code 10.
    - For a Delay Ring Group Call Pickup key, assign key code 11.
2. In *2121-[01 to 24]: Feature Key Data* (page 758), enter the number of the Pickup Group (1-8) the key will cover.

4.	**Setting up Group Call Pickup keys on a DSS Console.**

1. In *2402-[01-60]: DSS Console Key Codes* (page 801):
    - For an Immediate Ring Group Call Pickup key, assign key code 09.
    - For a No Ring (Lamp Only) Group Call Pickup key, assign key code 11.
    - For a Delay Ring Group Call Pickup key, assign key code 12.
2. In *2402-[01-60]: DSS Console Key Data* (page 801), enter the number of the Pickup Group (1-8) the key will cover.

5.	**For Delay Ring Group Call Pickup keys (if any), set the delay ring interval.**

1. In *1604-02: Call Coverage Delay Ring Timer* (page 678), set the timer to meet the site requirements.

Other Related Features

Features

Direct Inward Line (page 109)
> DILs to an extension activate Group Call Pickup if the extension ringing is a member of a Pickup Group.

Direct Station Selection (DSS) Console (page 120)
> DSS Consoles can have Group Call Pickup keys.

Directed Call Pickup (page 129)
> Directed Call Pickup is another way to pick up calls ringing an extension.

Distinctive Ringing (page 135)
> By using Key Ring Override, Distinctive Ringing allows an extension user to set up unique ringing for their Group Call Pickup keys.

Intercom (page 211)
> Ringing Intercom calls activate Group Call Pickup if the extension ringing is a member of a Pickup Group.

Transfer (page 358)
> An outside call transferred to an extension in a Pickup Group activates Group Call Pickup.

IntraMail Features

None

Group Call Pickup

Operation

Answering a Pickup Group Call	In these instructions: [Super Display Soft Key] [Keyset Soft Key]

	To answer a call ringing a phone in your Pickup Group:
1.	Lift the handset.
2.	Do one of the following.
a.	Press the flashing Group Call Pickup key.
b.	Press **INTERCOM** and dial *#.

User Programmable Feature

Changing the Group Call Pickup Key Ringing			
Feature	**Mnemonic**	**Operation**	**Access Level**

Group Call Pickup	**#RA (#72)**	**#RAP** + Group Call Pickup key repeatedly to select ringing mode + **SPEAKER** to exit.
		• Call Coverage Keys flash as follows:
		  - Lamp only = On red
		  - Immediate ring = On green
		  - Delay ring = Fast flash green.
			1-5

Features

Description

Use Group Listen to talk to an important client or customer and have your co-workers listen in on the meeting.

Group Listen permits a keyset user to talk on the handset and have their caller's voice broadcast over the telephone speaker. This lets the keyset user's co-workers listen to the conversation. Group Listen turns off the keyset's Handsfree microphone so the caller does not hear the co-worker's voices during a Group Listen. When a keyset user sets up Group Listen, they hear their caller's voice over the telephone speaker as well as their handset.

Conditions
• None

Default Setting
• Enabled

Programming

1.	Disable the headset mode for extensions that should be able to use Group Listen.

1. In *2112-02: Headset Mode* (page 735), enter **No**.
- Extensions in the headset mode cannot use Group Listen.

Other Related Features

Features

Headset Compatibility (page 198)
Group Listen is not available to extensions in the headset mode.

Single Line Telephones (page 305)
Group Listen is not available to single line telephones.

IntraMail Features
None

Group Listen

Operation

Using Group Listen	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**
To set up Group Listen:	
1.	Place or answer a call using the handset.
2.	Press **SPEAKER** twice (but do not hang up). • **SPEAKER** flashes slowly red.
3.	Talk to the caller through your handset. • You and your co-workers hear your caller's voice over your telephone speaker. • Your handsfree microphone and handset receiver are off.
To talk Handsfree after initiating Group Listen:	
1.	Press **SPEAKER** twice.
2.	Hang up. • **SPEAKER** is on. • Talk to your caller using the Handsfree speaker and microphone.
To cancel Group Listen and return to your handset:	
1.	Do not hang up.
2.	Press flashing **SPEAKER**. • **SPEAKER** is off. • Talk to your caller over your handset. Your co-workers can no longer hear your caller's voice.

Description

Use Group Ring to call a group of co-worker's simultaneously.

Group Ring allows you to arrange extensions into Ring Groups for answering calls. When a call comes into the Ring Group master number, all extensions in the group ring simultaneously. Any user in the Ring Group can answer the call just by lifting the handset. The ringing call can be:

❧ A Direct Inward Line to the Ring Group (i.e., terminated to the Ring Group master number).

❧ An outside call transferred to the Ring Group master number.

❧ An intercom call to the Ring Group master number.

The system provides up to 8 Ring Groups (1-8). The Ring Group master numbers are predefined as 600-607, but can be any valid extension number not already in use.

Overflow for Group Ring Calls

If unanswered, DILs to a Ring Group can route to a programmed overflow destination. The overflow destination can be an extension, another Ring Group, UCD Group or voice mail. You can set up separate DIL overflow destinations for the day mode and at night. If unanswered at the overflow destination, the call diverts to Key Ring. Note that a Ring Group DIL goes into the night mode when any extension with night mode capability presses their *System* night key. See *Night Service / Night Ring* (page 252) for more.

If the Ring Group DIL does not have overflow programmed, the call will divert to Key Ring after the *Line No Answer* interval.

Conditions
• System operators will not ring for Ring Group calls. Do not include the operator in a Ring Group.

Default Setting
• Ring Group master numbers are predefined as shown in the following table. If required, you can reassign the Ring Group master numbers to any other **unused** extension number (100-899). See *Flexible Numbering Plan* (page 179) for more.

Ring Group Default Assignments	
Ring Group	**Default Master Number**
1	600
2	601
3	602
4	603
5	604
6	605
7	606
8	607

Group Ring

Programming

Basic Programming

1.	**Should an extension be in a Ring Group?**

1. If yes, in *2113-02: Ring Group* (page 738) enter the Ring Group (**1**-**8**) to which the extension belongs.
2. If no, in *2113-02: Ring Group* (page 738) enter **0**.

2.	**Do you want to enter a name for a Ring Group?**

1. If yes, in *2201-01: Ring Group Name* (page 779) enter the Ring Group name.
   - The name shows on a keyset user's display when they call the Ring Group.
2. If no, leave *2201-01: Ring Group Name* (page 779) at its default setting.

3.	**Should calls into a Ring Group ring members with a distinctive ring?**

1. If yes, in *2201-02: Ring Group Incoming Ring Type* (page 780) enter the Ring Type.
   - **0** = Standard Ring
   - **1** = Ring Type A
   - **2** = Ring Type B
   - **3** = Ring Type C
2. If no, in *2201-02: Ring Group Incoming Ring Type* (page 780) enter **0** (Standard Ring).

Setting Up Ring Group DILs

| 1. | **Should a DIL route to a Ring Group during the day?** |

1. If yes, in *3112-01: Direct Termination in the Day* (page 819) enter the Ring Group master number.
- Use a *System* Night key to switch a DIL to a Ring Group from day to night mode.

2. If no, in *3112-01: Direct Termination in the Day* (page 819) enter a day destination other than a Ring Group master number.

| 2. | **Should overflow occur for a DIL to a Ring Group that is unanswered during the day?** |

1. If yes:
- In *3112-02: Enable Day Overflow* (page 819) enter **Yes**.
- In *3112-03: Day Overflow Destination* (page 820) enter the day overflow destination. The destination can be:
  - An extension
  - A UCD Group master number
  - The voice mail master number
  - A Ring Group master number
  - Key Ring (by pressing **CLEAR**)

2. If no, in *3112-02: Enable Day Overflow* (page 819) enter **No**.

| 3. | **Should a DIL route to a Ring Group at night?** |

1. If yes, in *3112-04: Direct Termination at Night* (page 820) enter the Ring Group master number.
- Use a *System* Night key to switch a DIL to a Ring Group from day to night mode.

2. If no, in *3112-04: Direct Termination at Night* (page 820) enter a day destination other than a Ring Group master number.

| 4. | **Should overflow occur for a DIL to a Ring Group that is unanswered at night?** |

1. If yes:
- In *3112-05: Enable Night Overflow* (page 820) enter **Yes**.
- In *3112-06: Night Overflow Destination* (page 821) enter the day overflow destination. The destination can be:
  - An extension
  - A UCD Group master number
  - The voice mail master number
  - A Ring Group master number
  - Key Ring (by pressing **CLEAR**)

2. If no, in *3112-05: Enable Night Overflow* (page 820) enter **No**.

| 5. | **Be sure the DIL destination extension has a line key for the DIL.** |

1. In *2121-[01 to 24]: Feature Key Codes* (page 758), to assign the key as a line key enter **03**.

2. In *2121-[01 to 24]: Feature Key Data* (page 758), enter the line circuit number (**1**-**64**).

| 6. | **Optionally set up a line key for the DIL on a DSS Console.** |

1. In *2402-[01-60]: DSS Console Key Codes* (page 801), to assign the key as a line key enter **03**.

2. In *2402-[01-60]: DSS Console Key Data* (page 801), enter the line circuit number (**1**-**64**).

Features

Group Ring

Adjusting Ring Group Timers

1.	**If a Ring Group DIL is unanswered, does the call divert to its overflow destination after the proper interval?**

1. If yes, leave *1601-01: Line No Answer Timer* (page 669) at its current setting.
2. If no, change *1601-01: Line No Answer Timer* (page 669) as required.

2.	**If a DIL is unanswered at the overflow destination, does the call divert to Key Ring after the proper interval?**

1. If yes, leave *1601-02: DIL No Answer Timer* (page 669) at it's current setting.
2. If no, change *1601-02: DIL No Answer Timer* (page 669) as required.

3.	**If the DIL doesn't have overflow enabled and is unanswered, does the call divert to Key Ring after the proper interval?**

1. If yes, leave *1601-01: Line No Answer Timer* (page 669) at its current setting.
2. If no, adjust *1601-01: Line No Answer Timer* (page 669) as required.

Other Related Features

Features

Attendant Position (page 24)
> System operators will not ring for Ring Group calls. Do not include the operator in a Ring Group.

Call Coverage Keys (page 40)
> A keyset can have Call Coverage keys for Ring Group master numbers.

Call Forwarding (page 44)
> Call Forwarding does not reroute Ring Group calls.

Call Waiting / Camp-On (page 58)
> An extension user cannot Camp-On to a busy Ring Group. When all extensions in the Ring Group are busy, the call continues to ring until an extension becomes free.

Caller ID (page 63)
> An extension's display will show Caller ID data for a line terminated to a Ring Group master number *as* the call is ringing.

Direct Inward Line (page 109)
> A DIL can terminate to a Ring Group master number. When a call comes in on the line, all phones in the Ring Group ring simultaneously.

Directed Call Pickup (page 129)
> Directed Call Pickup can intercept Ring Group calls.

Directory Dialing (page 131)
> Intercom Directory dialing will show Ring Group names.

Extension Hunting (page 154)
> Group Ring calls do not activate hunting.

Night Service / Night Ring (page 252)
> The Night (System) key sets the day/night status of a DIL terminated to a Ring Group.

Transfer (page 358)
> An extension user can Transfer a call to a Ring Group master number. If unanswered, the call will recall the extension from which it was transferred.

IntraMail Features

Voice Mail Overflow (page 590)
> An unanswered DIL to the Ring Group master number can be picked up by the Ring Group Mailbox.

Operation

Placing and Transferring Ring Group Calls

Placing an Intercom Call to a Ring Group		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To make an Intercom call to a Ring Group:		
1.	Lift handset and press **INTERCOM**.	
2.	Dial the Ring Group number (e.g., 600).	
3.	Wait for co-worker to answer. • If all Ring Group members are busy, your call will continue to ring until a group member becomes free.	

Transferring a Call to a Ring Group			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Transfer your call to a Ring Group:			
1.	Press **INTERCOM**.		
2.	Dial the Ring Group number (e.g., 600).		
3.	Do one of the following:		
	a.	To screen (announce) the Transfer:	
		Wait for a Ring Group member to answer then press **TRANSFER**.	
	b.	To have the call go through unscreened (unannounced):	
		Press **TRANSFER**. • If your Transfer is unanswered, the call will return to you.	
	c.	To return to the call before a Ring Group member picks it up:	
		Press the flashing (green) line key.	

Features

Group Ring

Answering Ring Group Calls

Answer a Call to a Ring Group	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**

To answer a call ringing your Ring Group:			
1.	Do one of the following:		
	a.	If the call doesn't appear on a line or loop key:	
			Lift handset.
	b.	If the call appears on a line or loop key:	
			Press the flashing line or loop key.

Answer a Call to Another Ring Group	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**

To answer a call ringing another Ring Group (of which you are not a member):	
1.	Lift handset and press **INTERCOM**.
2.	Dial ****** and the Ring Group number (e.g., 600).

Description

- **Talk over the phone Handsfree, using the built-in speaker and microphone.**
- **With Handsfree Answerback, answer an Intercom call by just speaking toward your phone.**

Handsfree

Handsfree allows a keyset user to process calls using the speaker and microphone in the telephone (instead of the handset). Handsfree is a convenience for workers who don't have a free hand to pick up the handset. For example, a terminal operator could continue to enter data with both hands while talking on the phone.

Handsfree Answerback and Forced Intercom Ringing

Handsfree Answerback permits an extension user to respond to a voice-announced Intercom call by speaking toward the phone, without lifting the handset. Like Handsfree, this is a convenience for workers who don't have a free hand to pick up the handset. Incoming Intercom calls alert with two beeps if the extension has Handsfree Answerback — a single beep if it does not.

Forced Intercom Ringing causes an Intercom call to ring the destination extension. You can enable Forced Intercom Ringing system-wide (for all extensions), or a user can dial a code to have their Intercom call ring the destination.

Conditions
- Since Handsfree switching is handled in each telephone, there is no limit to the number of simultaneous Handsfree calls system-wide.

Default Setting
- Enabled.

Programming

1.	**Should Intercom calls voice-announce system-wide?**

1. If yes:
  - In *1513-01: Intercom Voice Announcements* (page 658), enter **Yes**.
  - In *2112-03: Voice Announcements Through Speaker* (page 735), enter **Yes** to enable voice announcements for specific extensions.

2. If no:
  - In *1513-01: Intercom Voice Announcements* (page 658) enter **No**.

2.	**Should extension users be able to respond to voice announcements without lifting the handset?**

1. In yes:
  - In *1513-02: Handsfree Reply (Handsfree Answerback)* (page 658), enter **Yes**.
  - In *2112-05: Handsfree Reply (Handsfree Answerback)* (page 737), enter **Yes** to enable voice announcements for specific extensions.

2. If no:
  - In *1513-02: Handsfree Reply (Handsfree Answerback)* (page 658) enter **No**.

3.	**Optimize speakerphone performance.**

1. Set *3103-03: Loop Length* (page 815) to optimize speakerphone performance.

Handsfree and Handsfree Answerback

Other Related Features

Features

Automatic Handsfree (page 30)
> Automatic Handsfree allows a keyset user to place or answer a call Handsfree by just pressing a key — without pressing **SPEAKER** first.

Headset Compatibility (page 198)
> Handsfree is not available to extensions in the headset mode. Handsfree Answerback is still available — depending on system programming.

Intercom (page 211)
> Handsfree Answerback allows a user to answer an Intercom call by just speaking toward the phone.

Microphone Mute (page 241)
> Use Microphone Mute to temporarily turn off the Handsfree microphone.

Single Line Telephones (page 305)
> On- and Off-Premise Extensions do not have Handsfree and Handsfree Answerback capability.

IntraMail Features

> None

Operation

Using Handsfree	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To use Handsfree instead of lifting the handset:	
1.	Press **SPEAKER**.
To talk on a Handsfree call:	
1.	Speak toward your telephone. • To temporarily turn off the Handsfree microphone, see *Microphone Mute* (page 241).
To change a handset call into a Handsfree call:	
1.	Press **SPEAKER**.
2.	Hang up the handset.
To change a Handsfree call into a handset call:	
1.	Lift the handset.

Setting Up Incoming Voice Announcements	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To turn voice-announcements for your incoming Intercom calls on and off:	
1.	Select the voice announce option.
[Menu + Voice Announce] [Menu + Vann]	
2.	Do one of the following.

Setting Up Incoming Voice Announcements			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
a.		To turn incoming voice announcements on:	
		[On + EXIT] [On + EXIT]	
b.		To turn incoming voice announcements off:	
		[Off + EXIT] [Off + EXIT]	

User Programmable Feature

Setting Up Incoming Voice Announcements			
Feature	**Mnemonic**	**Operation**	**Access Level**
Handsfree Answerback	**#VA (#82)**	**#VA** + **V** for voice announce or **R** for ring + **SPEAKER** to exit.	3-5

Headset Compatibility

Description

Have the privacy of a handset call without having to hold the handset.

A keyset user can utilize a customer-provided headset in place of the handset. Like using Handsfree, using the headset frees up the user's hands for other work. However, the headset provides privacy not available from Handsfree.

Headset Compatibility also provides the following features. (Note that while an extension is in the Headset mode, the system ignores all hookswitch depressions.)

- **Background Music**
  If programmed and connected, Background Music will broadcast over the telephone speaker while the extension is in the Headset mode**.**

- **Central Office Calls, Answering**
  An extension user in the Headset mode can press **Volume Up** and **Volume Down** to control the volume of any call ringing their phone.

- **Handsfree and Handsfree Answerback**
  An extension in the Headset mode can receive normal voice-announced Intercom calls, depending on the setting of *2112-04: Voice Announcements in Headset Mode* (page 737). The extension user can respond to the voice-announced call by speaking toward the phone (just like non-headset extensions). To answer the voice-announced call in the headset, the user just presses **SPEAKER** after hearing the voice-announcement.

- **Microphone Mute**
  While on a headset call, the extension user can press **MUTE** to mute (i.e., turn off) the headset microphone. While responding to an Intercom call using Handsfree Answerback, pressing **MUTE** mutes the Handsfree microphone.

- **Off-Hook Signaling**
  Outside Calls
  Depending on the setting of *2116-03: Off Hook Signaling for Incoming Outside Calls* (page 750), an extension in the headset mode can receive either Camp-On beeps or Off-Hook Ringing for incoming outside calls (just like non-headset extensions).

  Intercom Calls
  Depending on the setting of *2116-01: Off Hook Signaling for Incoming Intercom Calls* (page 749), an extension in the headset mode can receive either Camp-On beeps or Voice Over announcements from a co-worker (just like non-headset extensions).

  Hotline Calls
  Depending on the setting of *2116-02: Off Hook Signaling for Calls from Hotline Partner* (page 749), an extension in the headset mode can receive either Camp-On beeps or Voice Over announcements from their Hotline partner.

  Paging
  Internal Paging announcements broadcast over the telephone speaker while the extension is in the Headset mode.

  Transfer
  Screened and unscreened transfers work just like non-headset extensions. For example, if a headset extension user presses **SPEAKER** to answer a screened transfer, the call will connect to their headset when the transferring party hangs up. Note that Handsfree Transfers always connect to the headset extension's headset, not speakerphone.

  Volume Control
  While on a headset call, the extension user can press **Volume Up** and **Volume Down** to adjust the receive volume in the headset.

Headset Key

A keyset user can have a Feature Key on their telephone or DSS Console assigned as a Headset key. The user presses the key to enable or disable the headset mode, as an alternative to using the **#HL** User Programmable Feature. The key lights while the extension is in the Headset mode, and is off while the Headset mode is disabled. If an extension user is on a call, pressing the Headset key automatically switches the active call to the headset. Pressing the Headset key again switches the call back to Handsfree.

Off-Hook Signaling and Headsets

Outside Calls (transfers and DILs)

If the extension is set up to receive Camp-On tones for waiting (transferred) outside calls, the user will hear the Camp-On tones in their headset. They will also hear Camp-On tones in their headset for a waiting Direct Inward Line (DIL). The extension will not, however, receive Camp-On tones for Key Ring calls ringing the phone while it is in the headset mode.

An extension in the headset mode will not hear Off-Hook Ringing.

Intercom Calls

If the extension is set up to receive Camp-On tones for waiting Intercom calls, the user will hear tones in their headset when a co-worker dials **2** to wait in line.

Conditions
- None

Default Setting
- Default setting text.

Headset Compatibility

Programming

1.	Optionally assign a Headset key to an extension or DSS Console Feature Key.

1. To assign a Headset key to an extension Feature Key:
   - In *2121-[01 to 24]: Feature Key Codes* (page 758), to assign the key as a Headset key enter **28**. (There is no associated *Data* entry.)
2. To assign a Headset key to a DSS Console Feature Key:
   - In *2402-[01-60]: DSS Console Key Codes* (page 801), to assign the key as a Headset key enter **28**. (There is no associated *Data* entry.)

2.	Turn an extension's headset mode on and off.

1. In system programming:
   - In *2112-02: Headset Mode* (page 735), enter **Yes** to enable or **No** to disable as required.
2. Using a Feature Key:
   - Press the extension or DSS Console Feature Key. (The key lights when headset mode is enabled.)
3. Using the User Programmable Features:
   - Dial **#HS** (#47) + **9** (Y) to enable or **6** (N) to disable as required.

3.	While in the headset mode, should incoming Intercom calls beep in the headset or ring over the telephone speaker?

1. To beep in the headset, in *2112-04: Voice Announcements in Headset Mode* (page 737) enter **Yes**.
2. To ring over the speaker, in *2112-04: Voice Announcements in Headset Mode* (page 737) enter **No**.

Other Related Features

Features

Automatic Handsfree (page 30)
> While in the headset mode, Automatic Handsfree simplifies answering outside calls.

Background Music (page 34)
> Background Music plays in the headset when the extension is in the headset mode.

Group Listen (page 187)
> Group Listen is not available to extensions in the headset mode.

Handsfree and Handsfree Answerback (page 195)
> Handsfree is not available to extensions in the headset mode. Handsfree Answerback is available — depending on system programming.

Off-Hook Signaling (page 255)
> Turn to *Off-Hook Signaling and Headsets* (page 199) for more on how Off-Hook Signaling interacts with headsets.

Single Line Telephones (page 305)
> - Headset Compatibility is not available to single line telephones.
> - On- and Off-Premise Extensions do not have headset capability.

Voice Over (page 385)
> An extension user cannot Voice Over to a co-worker in the headset mode.

IntraMail Features

None

Operation

Using the Headset	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To connect the headset:	
1. Plug a compatible headset into the telephone headset jack.	
To turn the headset mode on and off:	
1. Do one of the following.	
a. Press the headset Feature Key on your telephone or DSS Console.	
b. Use the User Programmable Features (see below).	
While in the headset mode:	
1. You can do the following.	
a. Press a line key to place or answer an outside call.	
b. Press **INTERCOM** to get Intercom dial tone.	
c. If on a call, press **SPEAKER** to hang up.	

User Programmable Feature

Turning the Headset Mode On and Off			
Feature	**Mnemonic**	**Operation**	**Access Level**
Headset Compatibility	**#HS (#47)**	**#HS** + **Y** to enable or **N** to disable + **SPEAKER** to exit.	3-5

Hold

Description

Have a call wait on Hold, then pick it up to continue the conversation.

Hold lets an extension user put a call in a temporary waiting state. The caller on Hold hears silence or Music on Hold, not conversation in the extension user's work area. While the call waits on Hold, the extension user may process calls or use a system feature. Outside calls left on Hold too long recall the extension that placed them on Hold. If the recall is unanswered, the call diverts to Key Ring.

There are four types of Hold:

System (Regular) Hold

With System Hold, an outside call a user places on Hold flashes the line key (if programmed) at all other keysets. Any keyset user with the flashing line key can pick up the call.

Exclusive Hold

When a user places a call on Exclusive Hold, only that user can pick up the call from Hold. The line appears busy to all other keysets that have a key for the line. Exclusive Hold is important if the user doesn't want a co-worker picking up their call on Hold.

Automatic Hold

Automatic Hold allows a user to be on an outside call, activate a feature, and automatically place the call on Hold without first pressing the **HOLD** key. The system places a call on Hold automatically when the user presses **CONF**, **INTERCOM**, or a Hotline key. Automatic Hold optionally allows a user, busy on an outside call, to press another line key or a Call Coverage Key to automatically put their initial call on Hold.

Intercom Hold

A user can place an Intercom call on Hold. The Intercom call on Hold does not indicate at any other extension. There is no Hold Recall for Intercom calls.

Distinctive Flash Rate on Recall

System Hold and Exclusive Hold recall feature a distinctive flash rate for line keys (see the chart below). This allows the keyset extension user to easily differentiate new calls that are ringing from held calls that are recalling.

Distinctive Flash Rate on Recall		
For this type of call:	**You see this flash rate:**	
	System Hold	**Exclusive Hold**
Call that you placed on Hold	Single Wink On (green)	Double Wink On (green)
Call that you initially placed on Hold <u>recalling</u> your phone	Double Wink On (green)	Double Wink On (green)
Call a co-worker placed on Hold at their extension	Single Wink On (red)	None (On red)
Call a co-worker initially placed on Hold <u>recalling</u> your phone	Double Wink On (red)	Double Wink On (red)

Hold Recall Display

The Hold recall display identifies:

❧ The type of call recalling the extension.

❧ The extension which initially placed the call on Hold.

The Hold recall displays occurs as the call is ringing the extension that initially placed it on Hold, and after the call diverts to Key Ring.

Conditions
• None

Default Setting
• System Hold, Exclusive Hold and Automatic Hold enabled.

Programming

1.	While busy on a call, should pressing a line key or Call Coverage key put the initial call on Hold?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, *1411-03: Automatic Hold* (page 647) enter **Yes**.
3. If no, in *1411-03: Automatic Hold* (page 647) enter **No**.

2.	Does an unanswered call on System Hold recall the extension that placed it on Hold after the desired interval?

1. If yes, leave *1603-02: Hold Recall Timer* (page 675) at its current setting.
2. If no, adjust *1603-02: Hold Recall Timer* (page 675) as required.

3.	Does an unanswered call on Exclusive Hold recall the extension that placed it on Hold after the desired interval?

1. If yes, leave *1603-03: Exclusive Hold Recall Timer* (page 675) at its current setting.
2. If no, adjust *1603-03: Exclusive Hold Recall Timer* (page 675) as required.

3.	Does an unanswered Hold recall divert to Key Ring after the desired interval?

1. If yes, leave *1601-01: Line No Answer Timer* (page 669) at its current setting.
2. If no, adjust *1601-01: Line No Answer Timer* (page 669) as required.

Hold

Other Related Features

Features

Call Timer (page 55)
> A user's Call Timer starts when they pick up a call from Hold. If they place the call on Hold and another user picks it up, the timer restarts for the new user.

Conference (page 89)
> If an extension user places a Conference on Hold, no other participants can place the Conference on Hold, split it, or terminate it.

Directed Call Pickup (page 129)
> Directed Call Pickup can pick up Hold recalls.

Key Ring (page 214)
> Unanswered Hold Recalls revert to Key Ring if not picked up.

Music on Hold (page 246)
> If installed, Music on Hold plays to callers on Hold.

Off-Hook Signaling (page 255)
> An extension user can place their current call on Hold and answer the waiting call.

Single Line Telephones (page 305)
> A single line telephone user can only place an outside call on Exclusive Hold. System Hold is not available.

Transfer (page 358)
> If an extension receiving a screened Transfer answers the screen and immediately hangs up (before the transferring extension), the call goes on Exclusive Hold at the transferring extension.

IntraMail Features

> None

Operation

Using System Hold	In these instructions: [Super Display Soft Key] [Keyset Soft Key]

To place a call on System Hold:			
1.	Press **HOLD**. • The line key winks (on) while on Hold, double-wink (on) while recalling. • Line keys on Hold are green for your calls - red for your co-workers.		
		If a call on Hold recalls, you see one of the following.	
		a.	If the extension that placed to call on Hold doesn't have a name: **Hold Recall** **STA 301**
		b.	If the extension that placed the call on Hold has a programmed name: **Hold Recall** **300: Attendant**

To pick up an outside call on System Hold:
1. Press the flashing line key. • The line key lights solid (green).

To pick up an outside call on system Hold at a co-worker's extension:
• You must know the number of the line that is on Hold.

Using System Hold		**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
1.	Lift the handset and press **INTERCOM**.	
2.	Dial ***4**.	
3.	Dial the number of the line that is on Hold. • For example, dial **01** for line 1.	

Using Exclusive Hold			**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
To place an outside call on Exclusive Hold:			
1.		Press **HOLD** twice. • For you, the line key winks (on green) while on Hold, flashes slowly while recalling. • For your co-workers, the line key is on red while on Hold, flashes slowly (red) while recalling.	
		If a call on Hold recalls, you see one of the following.	
	a.	If the extension that placed to call on Hold doesn't have a name: **Hold Recall** **STA 301**	
	b.	If the extension that placed the call on Hold has a programmed name: **Hold Recall** **300: Attendant**	
To pick up an outside call on Exclusive Hold:			
1.		Press the flashing line key. • The line key lights solid (green).	

Using Intercom Hold		**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
To place an Intercom call on Hold:		
1.	Press **HOLD**. • **INTERCOM** flashes with a double-wink (on green) while on Hold - slow flash (green) while recalling.	
To pick up an Intercom call from Hold:		
1.	Lift the handset	
2.	If you are not connected to the Intercom call, press **INTERCOM**.	

Using Hold at a Single Line Telephone		**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
To place an outside or Intercom call on Exclusive Hold: • Single line telephones cannot place calls on System Hold.		
1.	Hookflash.	
2.	Dial ***7** and hang up. • If you leave the call on Hold too long, it will recall to you. • If you hookflash and hang up without dialing ***7**, the call will recall immediately. • If you have a call on Exclusive Hold and have a Camped-On call waiting, dialing ***7** will answer the waiting call. See *Split (Alternate)* (page 323) for more.	

Hold

Using Hold at a Single Line Telephone	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**

To retrieve your call from Exclusive Hold:

1.	Lift the handset and dial ***7**.

To pick up an outside call on system Hold at a co-worker's extension:
- You must know the number of the line that is on Hold.

1.	Lift the handset and dial ***4**.
2.	Dial ***4**.
3.	Dial the number of the line that is on Hold. • For example, dial **01** for line 1.

Description

Hotline provides partner extensions with one-button calling and Transfer.

Hotline gives a keyset user with a programmed Hotline key one-button calling and Transfer to another extension (the Hotline partner). Hotline helps co-workers that work closely together. The Hotline partners can call or Transfer calls to each other just by pressing a single key.

In addition, the Hotline key shows the status of the partner's extension:

Hotline Busy Lamp Indications	
When the key is:	**The partner extension is:**
Off	Idle or not installed
On	Busy or ringing[1]
Medium Flash	Partner extension is in DND for outside calls (option 1).
Fast Flash	Partner extension is in DND for Intercom calls (option 2) or All Calls (option 3).

[1] Ringing Intercom and Group Ring calls light the Hotline key. DILs, Key Ring calls and transferred calls do not.

Hotline Automatic Transfer

With Hotline Automatic Transfer, the extension can Transfer their call to a co-worker just by pressing their Hotline key and hanging up. Without Hotline Automatic Transfer, the user must press **TRANSFER** *before* pressing the Hotline key. If the user frequently uses their Hotline key for one-button Transfer to co-workers, Hotline Automatic Transfer is recommended. If the user prefers to consult with their Hotline partner rather than Transfer, disabling Hotline Automatic Transfer would be helpful.

Conditions
- An extension's Hotline partner can be any other keyset (e.g., physical port). An extension cannot have a Hotline key for master numbers or virtual ports.

Default Setting
- No Hotline keys programmed.

Programming

1. **Set up Hotline keys on an extension or DSS Console.**

1. To assign a Hotline key to an extension Feature Key:
  - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **05**.
  - In *2121-[01 to 24]: Feature Key Data* (page 758), enter the extension number of the Hotline partner (300-427).
2. To assign a Hotline key to a DSS Console Feature Key:
  - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **05**.
  - In *2402-[01-60]: DSS Console Key Data* (page 801), enter the extension number of the Hotline partner (300-427).

Hotline

2.	Specify the type of Off-Hook Signaling available when a user presses the Hotline key for their busy Hotline partner.

1. For Voice Over, in *2116-02: Off Hook Signaling for Calls from Hotline Partner* (page 749) enter **2**.
2. For Camp-On, in *2116-02: Off Hook Signaling for Calls from Hotline Partner* (page 749) enter **1**.
3. For no signaling, in *2116-02: Off Hook Signaling for Calls from Hotline Partner* (page 749) enter **0**.

Hotline Automatic Transfer

1.	When transferring, should the user be able to press Hotline (without first pressing TRANSFER) to Transfer the call?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1401-13: Hotline Automatic Transfer* (page 632) enter **Yes**.
3. If no, in *1401-13: Hotline Automatic Transfer* (page 632) enter **No**.

Other Related Features

Features

Call Coverage Keys (page 40)
> Call Coverage Keys provide many of the features available to Hotline partners.

Direct Station Selection (DSS) Console (page 120)
> DSS Consoles can also have Hotline keys.

Do Not Disturb (page 143)
> An extension user can press their Hotline key twice to override their Hotline partner's DND.

Intercom (page 211)
> A user can press a Hotline Key as an alternative to dialing Intercom numbers.

Transfer (page 358)
> An extension user can Transfer a call to their Hotline partner by pressing their Hotline key.

Voice Mail (page 372)
> Pressing a Hotline key can Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).

Voice Over (page 385)
> An extension can Voice Over after calling a co-worker by pressing their Hotline key.

IntraMail Features

None

Operation

Using Hotline	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**
To place a call to your Hotline partner:	
1.	Press your Hotline key.
To transfer a call to your Hotline partner:	
1.	While on a call, press your Hotline key.
2.	Do one of the following.
a.	If your partner answers, announce the call, press **TRANSFER**. • If your extension has Hotline Automatic Transfer, just announce the call and hang up.
b.	Press **TRANSFER** to have the call wait at your Hotline partner unannounced. • If your extension has Hotline Automatic Transfer, just hang up instead.
3.	The call recalls to you if it is not picked up.
To answer a call from your Hotline partner:	
1.	When you hear two beeps, speak towards the phone.

User Programmable Feature

Reassigning Hotline Keys			
Feature	**Mnemonic**	**Operation**	**Access Level**
Hotline	**#HL (#45)**	**#HL** + Press flashing Hotline key + Enter extension for new Hotline partner + **HOLD** + Program another Hotline key or **SPEAKER** to exit.	3-5

Features

Interactive Soft Keys

Description

Use advanced features just by pressing a soft key, without remembering feature codes.

Interactive Soft Keys provide intuitive feature access. It is no longer necessary to remember feature codes to access the telephone's advanced features because the function of the soft keys change as the user process calls. For example, while on an outside call a display keyset user can press the **PARK** soft key to Park their call in orbit.

For additional information on Interactive Soft Key operation, refer to *Feature Operation* below.

Conditions
- When an extension's soft keys are enabled or disabled in programming, the user must take some action at the telephone (such as lifting and replacing the handset) before the change takes effect.

Default Setting
- Soft keys enabled.

Programming

1.   Should extension have Interactive Soft Keys?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1401-05: Soft Keys* (page 629) enter **Yes**.
3. If no, in *1401-05: Soft Keys* (page 629) enter **No**.

Other Related Features

None

Operation

See each feature.

Description

Use Intercom to call any co-worker.

Intercom gives extension users access to other extensions. This provides the system with complete internal calling capability.

Handsfree Answerback and Forced Intercom Ringing

Handsfree Answerback permits an extension user to respond to a voice-announced Intercom call by speaking toward the phone, without lifting the handset. Like Handsfree, this is a convenience for workers who don't have a free hand to pick up the handset. Incoming Intercom calls alert with two beeps if the extension has Handsfree Answerback — a single beep if it does not.

Forced Intercom Ringing causes an Intercom call to ring the destination extension. You can enable Forced Intercom Ringing system-wide (for all extensions), or a user can dial a code to have their Intercom call ring the destination.

For more on setting up Handsfree Answerback and Forced Intercom Ringing, see *Handsfree and Handsfree Answerback* (page 195) for more.

Conditions
- None

Default Setting
- Intercom calling always enabled.

Programming

1. Should Intercom calls voice-announce system-wide?

1. If yes:
- In *1513-01: Intercom Voice Announcements* (page 658), enter **Yes**.
- In *2112-03: Voice Announcements Through Speaker* (page 735), enter **Yes** to enable voice announcements for specific extensions.

2. If no:
- In *1513-01: Intercom Voice Announcements* (page 658) enter **No**.

2. Should extension users be able to respond to voice announcements without lifting the handset?

1. In yes:
- In *1513-02: Handsfree Reply (Handsfree Answerback)* (page 658), enter **Yes**.
- In *2112-05: Handsfree Reply (Handsfree Answerback)* (page 737), enter **Yes** to enable voice announcements for specific extensions.

2. If no:
- In *1513-02: Handsfree Reply (Handsfree Answerback)* (page 658) enter **No**.

3. Do Intercom callers have adequate time to dial digits before hearing reorder tone?

1. If yes, leave *1602-01: Interdigit Timer* (page 671) at its current setting.

2. If no, adjust *1602-01: Interdigit Timer* (page 671) as required.

Intercom

Other Related Features

Features

Attendant Position (page 24)
    Designate each extension's operator.

Call Coverage Keys (page 40)
    A user can press a Call Coverage Key as an alternative to dialing Intercom numbers.

Call Waiting / Camp-On (page 58)
    A user can Camp-On after placing an Intercom call to a busy co-worker.

Callback (page 61)
    A user can leave a Callback request after placing an Intercom call to a busy co-worker.

Direct Station Selection (DSS) (page 117)
    A user can press a DSS key as an alternative to dialing Intercom numbers.

Directory Dialing (page 131)
    Directory Dialing is a convenient alternative to manually dialing Intercom numbers.

Extension Hunting (page 154)
    Voice-announced Intercom calls do not initiate hunting.

Flexible Numbering Plan (page 179)
    Change the digits users dial to place Intercom calls to co-workers.

Group Call Pickup (page 184)
    Ringing Intercom calls activate Group Call Pickup if the extension ringing is a member of a Pickup Group.

Handsfree and Handsfree Answerback (page 195)
    Handsfree Answerback allows a user to answer an Intercom call by just speaking toward the phone.

Headset Compatibility (page 198)
    Extensions with headsets cannot receive voice-announced Intercom calls.

Hotline (page 207)
    A user can press a Hotline Key as an alternative to dialing Intercom numbers.

Last Number Redial (page 219)
    Last Number Redial cannot redial Intercom calls.

Message Waiting (page 238)
    A user can leave a Message Waiting after placing an Intercom call to a busy co-worker.

Music on Hold (page 246)
    Music on Hold plays to Intercom callers on Hold.

Names for Extensions and Lines (page 249)
    Extension names help identify Intercom callers to co-workers.

Paging (page 259)
    Intercom ringing can broadcast over the External Paging speakers.

Ringdown Extension (page 293)
    Ringdown Extension follows the voice-announce status of destination extension. For example, if an extension usually voice-announces Intercom calls, a ringdown to that extension will also voice-announce.

Ringing Line Preference (page 295)
    Ringing Line Preference answers a ringing Intercom call before a ringing outside call.

Single Line Telephones (page 305)
    Single line telephones cannot receive voice-announced Intercom calls.

Transfer (page 358)
    The system cannot Transfer Intercom calls.

Voice Over (page 385)
    An extension user can Voice Over to a co-worker busy on an Intercom call.

Volume, Brightness, and Contrast Controls (page 388)
    The default Intercom (station-to-station) gain is 0 dB. While on an Intercom call, use **Volume Up** and **Volume Down** to change this setting.

IntraMail Features

None

Operation

Placing and Answering Intercom Calls	In these instructions: [Super Display Soft Key] [Keyset Soft Key]

To place an Intercom call:

1.	Lift handset and press **INTERCOM**.
2.	Dial your co-worker's extension number (300-427).
	• To call the operator, dial the operator's extension number or dial **0** or **01**-**04** (depending on your system setup). • If your call voice-announces the destination, you can dial **1** to force the call to ring.

To answer an intercom call:

1.	Do one of the following	
	a.	If you hear two beeps (your phone has Handsfree Answerback):
		• Speak toward the phone. OR • Lift handset for privacy.
	b.	If you hear one beep (your phone does not have Handsfree Answerback):
		• Lift the handset for privacy.
	c.	If you hear ringing, lift the handset.

User Programmable Feature

Setting Up Incoming Voice Announcements			
Feature	**Mnemonic**	**Operation**	**Access Level**
Intercom	**#VA (#82)**	**#VA** + **V** for voice ann. or **R** for ring + **SPEAKER** to exit.	3-5

Key Ring

Description

So they are not forgotten, unanswered calls automatically ring co-worker's extensions.

A Key Ring line rings an extension according to the settings in *2132-[01-64]: Line Ringing* (page 764). Multiple extensions can be enabled to ring immediately or after a programmed delay for each incoming line call. In addition, under certain conditions other types of outside calls divert to Key Ring if unanswered. The following conditions also initiate Key Ring:

❧ **Direct Inward Line**
An unanswered DIL diverts to Key Ring if unanswered at the extension to which it is terminated. See *Direct Inward Line* (page 109) for more.

❧ **Hold**
Calls left on Hold too long recall the extensions that initially placed them on Hold. If still unanswered, they divert to Key Ring.

❧ **Park**
Calls parked in orbit recall the extension that initially parked them. If unanswered, the call diverts to Key Ring.

❧ **Transfer**
An unanswered Transfer recalls the extension that initially transferred it. If still unanswered, the line diverts to Key Ring.

Overflow for Key Ring Calls

If unanswered, Key Ring calls can route to a programmed overflow destination. The overflow destination can be an extension, Ring Group, UCD Group or voice mail. You can set up separate Key Ring overflow destinations for the day mode and at night. If unanswered at the overflow destination, the call again diverts to Key Ring. Note that a Key Ring line goes into the night mode when any extension with night mode capability presses their System Night key. See *Night Service / Night Ring* (page 252) for more.

Conditions
• None

Default Setting
• (DSX-40) Enabled for all keyset extensions.
• (DSX-80/160) Enabled for extensions 300-315.

Programming

1.	**Should extension have Key Ring for the outside line?**

1. If yes:
    - In *2132-[01-64]: Line Ringing* (page 764) enter one of the following:-
      - **1** for day and night ringing
      - **2** for night only ringing
      - **3** for delayed day and night ringing
    - For day mode Key Ring, in *3112-01: Direct Termination in the Day* (page 819) press **CLEAR**.
    - For night mode Key Ring, in *3112-04: Direct Termination at Night* (page 820) press **CLEAR**.
    - For delayed ringing, adjust *1604-01: Delay Ring Timer* (page 678) as required.
2. If no, in *2132-[01-64]: Line Ringing* (page 764) enter **0** (lamp only).

2.	**Optionally set up overflow to an alternate destination if the Key Ring line is not answered.**

1. For day mode Key Ring overflow:
    - In *3112-02: Enable Day Overflow* (page 819), enter **Yes**.
    - In *3112-03: Day Overflow Destination* (page 820) enter the day overflow destination. The destination can be:
      - An extension
      - A UCD Group master number
      - The voice mail Automated Attendant (by entering the voice mail master number)
      - A Ring Group master number
      - Key Ring (by pressing **CLEAR**)
2. For night mode Key Ring overflow:
    - In *3112-05: Enable Night Overflow* (page 820) enter **Yes**.
    - In *3112-06: Night Overflow Destination* (page 821) enter the night overflow destination. The destination can be:
      - An extension
      - A UCD Group master number
      - The voice mail Automated Attendant (by entering the voice mail master number)
      - A Ring Group master number
      - Key Ring (by pressing **CLEAR**)

3.	**Does Key Ring overflow occur after the correct interval?**

1. In yes, leave *1601-01: Line No Answer Timer* (page 669) at its current setting.
2. If no, adjust *1601-01: Line No Answer Timer* (page 669) as required.

4.	**After ringing the overflow destination, does Key Ring occur after the correct interval?**

1. In yes, leave *1603-01: Transfer Recall Timer* (page 675) at its current setting.
2. If no, adjust *1603-01: Transfer Recall Timer* (page 675) as required.

Key Ring

Other Related Features

Features

Call Coverage Keys (page 40)
> Call Coverage will pick up Key Ring calls.

Call Forwarding (page 44)
> A Key Ring call will not follow an extension's Call Forwarding.

Call Waiting / Camp-On (page 58)
> A Key Ring call will not send Camp-On beeps to a busy extension that normally rings for that call.

Direct Inward Line (page 109)
> An unanswered DIL reverts to all extensions with Key Ring for the line.

Hold (page 202)
> Unanswered Hold Recalls revert to Key Ring if not picked up.

Off-Hook Signaling (page 255)
> Off-Hook Signaling can occur for Key Ring calls.

Park (page 266)
> An unanswered Park recall diverts to Key Ring.

Transfer (page 358)
> An unanswered call transferred to an extension diverts to Key Ring if unanswered at the transferring extension.

IntraMail Features

None

Operation

Key Ring is automatic for those extensions programmed to receive it.

Description

Set up a telephone to show displays and soft keys in English or Spanish.

Language Selection provides telephone displays for soft keys and system programming in English and Spanish. You can select the language for each extension in system programming, or the extension user can choose their language via the soft keys. Language Selection allows the system to easily accommodate bilingual installations (English and Spanish). The telephone user can have their telephone display the language with which they are most comfortable.

Language Selection and SMDR

Language Selection also allows to you to print the Station Message Detail Recording (SMDR) header and call type data in English or Spanish. Following is a sample SMDR report in Spanish:

```
Registro de Detalle de Llamados
05/11/2003 11:47A

---+---+--------------------------------+---------+---------+--------+---
Ext|Lin|         Numero Marcado         | Cuenta  | Inicio  |Duracion| T
---+---+--------------------------------+---------+---------+--------+---
304| 03|                       5551212  |         |11:47:12A|00:00:05|SAL
304| 03|                       5552145  |         |11:42:37A|00:00:08|SAL
102| 02|                     2126657845 |         |11:43:30A|00:00:16|TMB
102| 02|                 MACDONALD MIKE |         |11:43:30A|00:00:16|TMB
304| 02|                     2126657845 |         |11:44:11A|00:00:08|ENT
304| 02|                 MACDONALD MIKE |         |11:44:11A|00:00:08|ENT
```

Conditions
• None

Default Setting
• The telephone display language is English.
• The SMDR language is English.
• The attendant (COS 1) can change an extension's display language. All other extensions (COS 2) cannot.

Language Selection

Programming

1.	**Should extension be able to set their display language?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1401-11: Language Programming* (page 631) enter **Yes**.
3. If no, in *1401-11: Language Programming* (page 631) enter **No**.

2.	**From system programming, do you want to set an extensions display language as English or Spanish?**

1. For English, in *2101-03: Station Display Language* (page 722) enter **1**.
2. For Spanish, in *2101-03: Station Display Language* (page 722) enter **2**.

3.	**Should the SMDR header and call type be English or Spanish?**

1. For English, in *1541-03: SMDR Language* (page 666) enter **1**.
2. For Spanish, in *1541-03: SMDR Language* (page 666) enter **2**.

Other Related Features

Features
Regional Defaults (page 286)
> Changing the Regional Default to Latin America automatically switches all telephone displays to Spanish and enables the Spanish SMDR header and Call Type data.

Station Message Detail Recording (page 328)
> The SMDR header and Call Type data can print in either English or Spanish.

IntraMail Features
None

Operation

Selecting the Display Language	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**
To select the language (English or Spanish) for your telephone's display:	

1.	Select the display language option.	
	[Menu + Language] **[Menu + MORE + MORE + Lang]**	
2.	Do one of the following.	
a.	**[English (Ingles)]** **[Eng (Ing)]**	Select English as your display language.
b.	**[Spanish (Espanol)]** **[Spa (Esp)]**	Select Spanish as your display language.
c.	**[EXIT (SALIR)]** **[EXIT (SAL)]**	Select to exit.

Description

Quickly redial the last number dialed.

Last Number Redial allows an extension user to quickly redial the last outside number dialed. For example, a user may quickly recall a busy or unanswered number without manually dialing the digits. Last Number Redial saves in system memory the last 20 digits a user dials. The number can be any combination of digits 0-9, # and *. The system remembers the digits regardless of whether the call was answered, unanswered or busy. The system normally uses the same line as for the initial call. However, if that line is busy and is part of a Line Group, Last Number Redial will automatically select the next line in the group. The user can also pre-select a specific line if desired.

Enhanced Last Number Redial

If enabled, Enhanced Last Number Redial allows the extension user to select from the last 5 outside numbers dialed. When the user places an outside call, the number dialed is stored in the Enhanced Last Number Redial buffer. This buffer saves the 5 most recent numbers (including Speed Dial calls), with the most recent call at the top of the buffer and the oldest number at the bottom of the buffer. Old calls get pushed off the bottom of the buffer to make room for new calls at the top. If a user dials a number that is already stored in the buffer, the system inserts the number at the top of the buffer and deletes the duplicate entry.

The numbers stored in the Enhanced Last Number Redial buffer are retained if the system resets or is powered down.

Automatic Hyphenation in the Enhanced Last Number Redial Display

The system will automatically insert hyphens in the Enhanced Last Number Redial display for the types of calls listed below. All other calls are displayed without hyphens.

- NNX + xxxx calls (e.g., 926-5400)
- NPA + NNX + xxxx calls (e.g., 203-926-5400)
- 1 + NPA + NNX + xxxx calls (e.g., 1-203-926-5400)

If the call is placed on a PBX line, and the PBX access code is dialed, the display shows the PBX access code, a space, followed by the dialed number using the same hyphenation as shown above (e.g., 9 1-203-926-5400). If the PBX access code is not dialed, the number is displayed without hyphens.

Conditions
- None

Default Setting
- Last Number Redial and Enhanced Last Number Redial are enabled.

Last Number Redial

Programming

1.	Enable outgoing access on each line the user should use for Last Number Redial.

1. In *2131-[01-64]: Line Access* (page 763), enter one of the following:
   - **2** for outgoing access only
   - **3** for full access

2.	Should extension be able to use Enhanced Last Number Redial?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1411-04: Enhanced Last Number Redial* (page 648) enter **Yes**.
3. If no, in *1411-04: Enhanced Last Number Redial* (page 648) enter **No**.

Other Related Features

Features

Account Codes (page 14) and *Save Number Dialed* (page 298)
> Last Number Redial and Save do not store Account Codes. This means that the user must manually enter an Account Code to have it included with a call dialed using Last Number Redial and Save.

Auto Redial (page 28)
> Auto Redial periodically redials a busy outside number.

Central Office Calls, Placing (page 78)
> Users can easily redial the last outside number dialed.

Intercom (page 211)
> Last Number Redial cannot redial Intercom calls.

Line Queuing / Line Callback (page 230)
> If all lines are busy and Last Number Redial cannot go through, the user can dial **2** a queue for a line to become free. If the user hangs up, the system converts the queue to a Line Callback.

Save Number Dialed (page 298)
> Save also simplifies dialing important numbers.

Single Line Telephones (page 305)
> Last Number Redial is not available at single line telephones.

Toll Restriction (page 351)
> Last Number Redial will not store a number denied by Toll Restriction.

IntraMail Features
None

Operation

Using Last Number Redial	In these instructions: [Super Display Soft Key] [Keyset Soft Key]

To redial your last call:

1.	Lift the handset.
2.	(Optional) Press an idle line key to preselect a line. • If you skip this step, the system automatically selects a line from the same group as your initial call.
3.	Press **REDIAL**. • If you hear busy tone and your extension has Line Queuing, you can dial **2** to queue for a line to become free. If you hang up, the system converts the queue to a Line Callback. - With Line Queuing, the number automatically redials when a line is available.

Using Enhanced Last Number Redial	In these instructions: [Super Display Soft Key] [Keyset Soft Key]

To redial your last call at a 3-line display telephone:
• If you select a line key before going to step 1, the system outdials your most recent call when you press **REDIAL**.

1.	Press **REDIAL**.
	At a 3-line display telephone you see (for example): **LAST 5 DIALED [4]** **1-203-926-5400** • The number to the right of the display shows the Last Number Redial record number (1-5). This is the total number of Last Number Redial calls stored at your extension. • To return to idle, press **REDIAL** again.
2.	(Optional) Press **Volume Up** or **Volume Down** to display the number you want to call.
3.	To redial the displayed number, do one of the following.
	a. Press **SPEAKER**.
	b. Lift the handset.
4.	The system tries to use the same line as that used for your initial call. • If that line is busy, the system automatically selects a line from the same group as your initial call. • If you hear busy tone and your extension has Line Queuing, you can dial **2** to queue for a line to become free. If you hang up, the system converts the queue to a Line Callback. - With Line Queuing, the number automatically redials when a line is available.

To redial your last call at a Super Display Telephone:

1.	Press **REDIAL**.
	At a Super Display telephone you see (for example): **LAST 5 DIALED** **1-212-555-1212** **1-203-926-5400** **411** **913-555-8764** **555-4113** • To return to idle, press **REDIAL** again.
2.	Press the soft key for the number you want to recall. • The store number dials out.

Using Enhanced Last Number Redial			**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
3.	The system tries to use the same line as that used for your initial call. • If that line is busy, the system automatically selects a line from the same group as your initial call. • If you hear busy tone and your extension has Line Queuing, you can dial **2** to queue for a line to become free. If you hang up, the system converts the queue to a Line Callback. - With Line Queuing, the number automatically redials when a line is available.		
To erase (clear) all the numbers from your Enhanced Last Number Redial buffer:			
1.	Press **REDIAL** + **CLEAR**.		
2.	Do one of the following:		
	a.	**[YES]** **[YES]**	Select to clear the buffer.
	b.	**[NO]** **[NO]**	Select to exit without clearing the buffer.

Description

Dial a single code to place a call over the first available line in a Line Group.

With Line Group Routing enabled, an extension user can just press **INTERCOM** and dial **9** to place an outside call. Line Group Routing automatically selects the first available line in the extension's programmed "dial 9" Line Group. This simplifies placing calls in systems that have a lot of lines for outgoing calls. Rather than press one of many line keys, the user just dials **9** instead.

Conditions
- Systems using Line Groups or Line Group Routing should use the hybrid FCC registration number (i.e., the number that ends in MF-E). Look at the label on the bottom of your equipment cabinet for more information.
- If you include a line in your "dial 9" group that is not physically connected, when a user dials **9** the system will:
  - Try the line up to 5 times.
  - Mark it as failed.
  - Automatically exclude it from the "dial 9" group.

Default Setting

DSX-80/160
- Lines 1-12 ring on line keys 1-12 for extensions 300-315. All other extensions are lamp only for lines 1-12. Lines 13-64 do not appear on line keys.
- All extensions have full access on all lines.
- Line Group Routing (dial 9) is assigned to Line Group 90 (which contains lines 1-8). Dial 9 works by default. The outgoing line priority for the dial 9 group is as follows:
  - Order 1 for line 8
  - Order 2 for line 7
  - Order 3 for line 6
  - Order 4 for line 5
  - Order 5 for line 4
  - Order 6 for line 3
  - Order 7 for line 2
  - Order 8 for line 1

DSX-40
- Keys 1-8 are line keys for lines 1-8.
- All extensions have full access on all lines.
- Lines 5-8 require the Expansion Board.
- Line Group Routing (dial 9) is assigned to Line Group 90 (which contains lines 1-8). Dial 9 works by default. The outgoing line priority for the dial 9 group is as follows:
  - Order 1 for line 8
  - Order 2 for line 7
  - Order 3 for line 6
  - Order 4 for line 5
  - Order 5 for line 4
  - Order 6 for line 3
  - Order 7 for line 2
  - Order 8 for line 1

Features

Line Group Routing

Programming

1.	**Check the extension's dial 9 Line Group assignment.**

1. In *2113-01: Dial 9 Group* (page 738), check the extension's dial 9 group assignment.
   - By default, all extensions use group 90.
2. In *3201-[01-64]: Line Group* (page 833), be sure there are lines assigned to the extension's dial 9 group.
   - A line can be in more than one group.

2.	**Make sure the extension has access to the assigned dial 9 group.**

1. In *2131-[01-64]: Line Access* (page 763), the extension should have outgoing (**2**) or full (**3**) access to the lines in the dial 9 group.
2. In *2133-[01-64]: Line Group Access* (page 765), for the dial 9 group (90-98) enter **Yes**.

3.	**Verify that the dialing plan setup allows single digit (dial 9) Line Group access.**

1. In *1301-[01-10]: Function Type* (page 620) for the digit 9, enter **3** (Line Group).
2. In *1301-[01-10]: Expected Number of Digits* (page 620) for the digit 9, enter **1**.
   - To allow users to dial specific Line Groups (90-98), change this entry to 2.

Other Related Features

Features

Central Office Calls, Placing (page 78)
   Review this feature for other ways to place outside calls.
Line Groups (page 225)
   With Line Group Routing disabled, extension users can optionally dial **90**-**98** to place calls on Line Groups 90-98.
Line Queuing / Line Callback (page 230)
   An extension user camp-on or leave a Callback if all lines in the dial 9 group are busy.

IntraMail Features

None

Operation

Using Line Group Routing	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
• ***By default, pressing Intercom and dialing 911 or lifting the handset and dialing 911 will not call emergency services.***	
To place a call using Line Group Routing:	
1.	Lift the handset and press **INTERCOM**.
2.	Dial **9**. • If you don't hear dial tone, Line Group Routing is not enabled. • If you hear busy tone and your extension has Line Queuing, you can dial **2** to queue for a line to become free. If you hang up, the system converts the queue to a Line Callback.
3.	Dial your outside number.

Description

Dial codes to access Line Groups for outgoing calls.

Extension users can optionally dial Line Group access codes 90-98 to select an available line in the group for outgoing calls. This is helpful in applications that have different services arranged into Line Groups. For example, dialing 90 could access a group of DDD lines for local calls, and dialing 91 could access a group of WATS lines for long distance calls. Note that systems with *Line Group Routing* (page 223) enabled cannot also dial Line Group access codes 90-98.

When a user dials a Line Group access code (90-98), the system selects the lowest number in the group that is available. If that line is busy, it automatically selects the next highest line. If all lines in the group are busy, the user can optionally queue for a line to become free. See *Line Queuing / Line Callback* (page 230) for more.

Systems using Line Groups or Line Group Access should use the hybrid FCC registration number (i.e., the number that ends in MF-E). Look at the label on the bottom of your equipment cabinet for more information.

Conditions
- Systems using Line Groups or Line Group Routing should use the hybrid FCC registration number (i.e., the number that ends in MF-E). Look at the label on the bottom of your equipment cabinet for more information.
- A line can be in more than one group.

Default Setting

DSX-80/160
- Lines 1-12 ring on line keys 1-12 for extensions 300-315. All other extensions are lamp only for lines 1-12. Lines 13-64 do not appear on line keys.
- All extensions have full access on all lines.
- Line Group Routing (dial 9) is assigned to Line Group 90 (which contains lines 1-8). Dial 9 works by default. The outgoing line priority for the dial 9 group is as follows:
  - Order 1 for line 8
  - Order 2 for line 7
  - Order 3 for line 6
  - Order 4 for line 5
  - Order 5 for line 4
  - Order 6 for line 3
  - Order 7 for line 2
  - Order 8 for line 1

DSX-40
- Keys 1-8 are line keys for lines 1-8.
- All extensions have full access on all lines.
- Lines 5-8 require the Expansion Board.
- Line Group Routing (dial 9) is assigned to Line Group 90 (which contains lines 1-8). Dial 9 works by default. The outgoing line priority for the dial 9 group is as follows:
  - Order 1 for line 8
  - Order 2 for line 7
  - Order 3 for line 6
  - Order 4 for line 5
  - Order 5 for line 4
  - Order 6 for line 3
  - Order 7 for line 2
  - Order 8 for line 1

Line Groups

Programming

1.	**Verify the Line Group configurations.**

> **3.** In *3201-[01-64]: Line Group* (page 833), be sure lines are properly assigned to their respective groups.
> - A line can be in more than one group.

2.	**Make sure the extension has access to the Line Groups.**

> **1.** In *2131-[01-64]: Line Access* (page 763), enter **2** (outgoing) or **3** (full) for each line the extension should be able to access.
>
> **2.** In *2133-[01-64]: Line Group Access* (page 765), enter **Yes** for each group the extension should be able to access.

3.	**Verify that the dialing plan setup allows dialing Line Groups (90-98).**

> **1.** In *1301-[01-10]: Function Type* (page 620) for the digit 9, enter **3** (Line Group).
>
> **2.** In *1301-[01-10]: Expected Number of Digits* (page 620) for the digit 9, enter **2**.
> - To provide Line Group Routing (dial 9), change this entry to 1.

Other Related Features

Features

Loop Keys (page 233)
> Switched and Fixed Loop Keys use the system's Line Groups.

Line Group Routing (page 223)
> With Line Group Routing enabled, extension users can press **INTERCOM** and dial **9** to place outgoing calls.

IntraMail Features
> None

Operation

Using Line Groups	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
• *By default, pressing Intercom and dialing 911 or lifting the handset and dialing 911 will not call emergency services.*	

	To place a call over a Line Group:
1.	Lift the handset and press **INTERCOM**.
2.	Dial the Line Group code (90-98). • If you hear busy tone and your extension has Line Queuing, you can dial **2** to queue for a line to become free. If you hang up, the system converts the queue to a Line Callback. • If you hear dial tone after dialing 9, Line Group Routing is enabled.
3.	Dial your outside number.

Description

Press a line key for one-touch access to an outside line.

A line key provides an extension user with one-button access to outside lines. The extension user just presses a line key to place or answer a call on the line. There is no need to dial codes to access or intercept outside calls. In addition, a line key provides a Busy Lamp Field (BLF) for the line to which it is assigned (see the table below).

Line Key BLF Indications	
When the key is:	**The line is:**
Off	Idle or not installed
On (red)	In use or on Exclusive Hold at a co-worker's extension
On (green)	In use at your extension
Wink On (red)	On System Hold at a co-worker's extension
Wink On (green)	On System Hold at your extension
Double Wink On (green)	On Exclusive Hold or recalling your extension
Slow Flash (red)	Ringing into the system
Slow Flash (green)	Ringing or recalling directly to your extension

Answering Priority

When multiple calls ring an extension simultaneously, the system services the ringing calls in the following order:

1. Ringing Intercom call
2. Line or loop key (from lowest to highest)

   Conditions
   • None

   Default Setting
   • (DSX-80/160) Keys 1-12 are line keys for lines 1-12.
   • (DSX-40) Keys 1-8 are line keys for lines 1-8.

Line Keys

Programming

1.	**Set up line keys for the extension or DSS Console.**

1. To set up a line key on an extension:
   - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **03**.
   - In *2121-[01 to 24]: Feature Key Data* (page 758), enter the line number (**1-64**).
2. To set up a line key on a DSS Console:
   - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **03**.
   - In *2402-[01-60]: DSS Console Key Data* (page 801), enter the line number (**1-64**).
3. In *2111-05: Key Access for Outside Lines* (page 732), enter **Yes**.
   - This option *does not* restrict loop keys.

2.	**Set the access for the line assigned to the line key.**

1. In *2131-[01-64]: Line Access* (page 763), enter one of the following:
   - **1** for incoming access only
   - **2** for outgoing access only
   - **3** for full access

3.	**Should the line key ring for incoming calls?**

1. If yes:
   - In *2132-[01-64]: Line Ringing* (page 764) enter the ring type:
     1 for day and night ringing
     2 for night ringing only
     3 for delay ringing day and night
   - For delay ringing (option 4 only), in *1604-01: Delay Ring Timer* (page 678) adjust the Delay Ring timer as required.
2. If no:
   - In *2132-[01-64]: Line Ringing* (page 764) **0** (lamp only - no ringing).

Other Related Features

Features

Automatic Handsfree (page 30)
> Automatic Handsfree allows the keyset user to answer a call ringing a line key without lifting the handset; they just press the line key instead.

Central Office Calls, Placing (page 78)
> Line Keys give a user one-touch access to specific lines.

Direct Inward Line (page 109)
> When you assign a line as a DIL, it continues to flash its previously programmed line/loop key assignments. It will ring line/loop keys only after diverting to Key Ring.

Distinctive Ringing (page 135)
> By using Key Ring Override, Distinctive Ringing allows an extension user to set up unique ringing for their line keys.

Loop Keys (page 233)
> Loop keys also provide one-button access to lines.

Ringing Line Preference (page 295)
> Ringing Line Preference allows an extension user to answer a call ringing a line key just by lifting the handset.

IntraMail Features

None

Operation

Using your Line Keys	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**

	To place a call using a line key:
1.	Lift the handset.
2.	Press the line key.
3.	Dial the outside number.
	To answer an incoming call using a line key.
1.	Listen for ringing and look for the flashing line key. • Line keys that flash red are for you and your co-workers. • Line keys that flash green are just for you (such as DILs and transfers).
2.	Lift the handset.
3.	Press the flashing line key. • If you have Ringing Line Preference, lifting the handset answers the call. • If you have Automatic Handsfree, while on a call you can press another line key to put your first call on Hold.

User Programmable Feature

Setting Line Key Ringing			
Feature	**Mnemonic**	**Operation**	**Access Level**

Line Keys	**#RA (#72)**	**#RAL** + Line key repeatedly to select ringing mode + **SPEAKER** to exit.
		 • Line keys flash as follows:
		    - Lamp only = On red
		    - Immediate ring = On green
		    - Delay ring = Fast flash green
		    - Night ring = Slow flash green
			2-5

Features

Line Queuing / Line Callback

Description

- **When all lines are busy, *Line Queuing* lets a user wait in line for a line to become free.**
- ***Line Callback* will automatically call the user back when a line is available.**

Line Queuing

Line Queueing permits an extension user to queue (wait in line) on hook for a busy line or Line Group to become free. The system connects the queued extension as soon as the line is available. The user does not have to manually retry the line later.

Line Callback

After queuing for a line, the extension user just hangs up to convert the Line Queue into a Line Callback. When the line becomes free, the system automatically recalls the extension. As soon as the extension user answers the callback ring, the system connects the extension to the line.

An extension user can leave a Line Callback for many lines. The system processes the callbacks as the lines become free. In addition, many extensions can leave a Line Callback for the same line. The system processes the Callbacks on a first-in/first-out (FIFO) basis.

If an extension user leaves a Line Callback request and then fails to answer the callback ring, the system cancels the Callback.

Line Queuing Priority

Selected extensions can have Line Queuing Priority enabled in their Class of Service. If more than one extension queues or leaves a Callback for a busy line, the system services the extension with Line Queuing Priority first. If more than one extension with priority is queued for the same busy line, the system services the priority extensions on a first-in/first-out (FIFO) basis.

Conditions
- A system reset or power failure cancels all Line Callbacks system-wide.

Default Setting
- Line Queuing Priority disabled.

Programming

1.	**Should extension be able to queue for a busy line?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

2. If yes, in *1411-01: Camp-On to Busy Lines* (page 647) enter **Yes**.
   - This option *does not* restrict Line Callback.

3. If no, in *1411-01: Camp-On to Busy Lines* (page 647) enter **No**.

2.	**Should extension have Line Queuing Priority?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

2. If yes, in *1411-02: Line Queue Priority* (page 647) enter **Yes**.

3. If no, in *1411-02: Line Queue Priority* (page 647) enter **No**.

Other Related Features

Features

Call Waiting / Camp-On (page 58)
> An extension user can Camp-On to a busy co-worker then hang up to turn the Camp-On into a Callback.

Callback (page 61)
> An extension user can Camp-On to a busy co-worker then hang up to turn the Camp-On into a Callback.

Central Office Calls, Answering (page 74)
> If a line is ringing an extension because of a prior Callback, and it then receives a new outside call, it will start ringing for the new call. The Callback request is then queued.

Central Office Calls, Placing (page 78)
> An extension user can queue for a busy line, or queue and hang up to leave a callback for a busy line.

Last Number Redial (page 219)
> If all lines are busy and Last Number Redial cannot go through, the user can dial 2 a queue for a line to become free. If the user hangs up, the system converts the queue to a Line Callback.

Save Number Dialed (page 298)
> If an extension user presses their Save key and hears busy, they can dial 2 to wait in line for the line to become available. The system will automatically redial the call. However, if the user hangs up to convert the queue to a Line Callback, the system will not redial the saved call once the line connects.

IntraMail Features

None

Line Queuing / Line Callback

Operation

Using Line Queuing and Line Callback		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To queue or leave a callback for a busy line:		
1.	Do one of the following.	
	a.	Press the line key for the busy line.
	b.	Press **INTERCOM** and dial the Direct Line Access code (e.g., 101 for line 1).
2.	Dial **2** and do one of the following.	
	a.	Wait on the line without hanging up for Line Queuing.
	b.	Hang up for Line Callback.
3.	When the line becomes free, do one of the following.	
	a.	For Line Queuing, you hear outside dial tone so you can place your call again.
	b.	For Line Callback, you hear the Line Callback ring. If you answer the ring: • You hear outside dial tone. • Place your call again.

Description

Loop keys simplify answering and placing calls.

Loop keys are Feature Keys that simplify the way extension users place and answer outside calls. There are two types of loop keys: Switched Loop keys and Fixed Loop keys.

Switched Loop Keys

For incoming calls, Switched Loop keys provide an appearance for any line *not* assigned to a line key for which the extension has access and ringing. Switched Loop keys insure that there is a visual appearance for lines that do not ring an extension's line keys.

For outgoing calls, Switched Loop keys provide convenient access to Line Groups. For example, instead of pressing **INTERCOM** and dialing 90 for Line Group 90, the user can just press the Switched Loop key and dial **0** instead.

Fixed Loop Keys

For outgoing calls, a Fixed Loop key is a loop key assigned to a specific Line Group. When the extension user presses the Fixed Loop key for an outgoing call, they get the first line in the group assigned to the key.

For incoming calls, the Fixed Loop key works just like a Switched Loop key. It provides an appearance for any line not assigned to a line key for which the extension has access and ringing.

Answering Priority

When multiple calls ring an extension simultaneously, the system services the ringing calls in the following order:

1. Ringing Intercom call
2. Line or loop key (from lowest to highest)

   Conditions
   • None

   Default Setting
   • No Switched Loop or Fixed Loop keys assigned.

Loop Keys

Programming

1.	To set up a Switched Loop key:

1. In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **01**.
   - There is no *Data* entry.

2.	To set up a Fixed Loop key:

1. In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **02**.
1. In *2121-[01 to 24]: Feature Key Data* (page 758), enter the Line Group number for the key (90-98).
2. In *3201-[01-64]: Line Group* (page 833), make sure there are lines assigned to the group above.

3.	To allow the extension be able to use the loop key for answering outside calls:

1. In *2131-[01-64]: Line Access* (page 763), enter one of the following:
   - **1** for incoming access only
   - **3** for full access
2. In *2132-[01-64]: Line Ringing* (page 764) enter the ring type:
   - **1** for Day and Night Ring
   - **2** for Night Ring only
   - **3** for Delayed Ring
3. For Delayed Ring (option 4 only), in *1604-01: Delay Ring Timer* (page 678) adjust the Delay Ring timer as required.

4.	To allow the extension be able to use the loop key for placing outside calls:

1. In *2131-[01-64]: Line Access* (page 763), enter one of the following:
   - **2** for outgoing access only
   - **3** for full access

Other Related Features

Features

Automatic Handsfree (page 30)
   Automatic Handsfree allows the keyset user to answer a call ringing a line key without lifting the handset; they just press the line key instead.

Call Forwarding (page 44)
   Call Forwarding will not reroute a call ringing a loop key (unless the call is a DIL or transferred call).

Central Office Calls, Answering (page 74)
   An extension user can press a Loop Key to answer an outside call.

Central Office Calls, Placing (page 78)
   An extension user can press a Loop Key to place an outside call.

Direct Inward Line (page 109)
   When you assign a line as a DIL, it continues to flash its previously programmed line/loop key assignments. It will ring line/loop keys only after diverting to Key Ring.

Line Groups (page 225)
   Switched and Fixed Loop Keys use the system's Line Groups.

Line Keys (page 227)
   Line keys also provide one-button access to lines.

Ringing Line Preference (page 295)

Ringing Line Preference allows an extension user to answer a call ringing a loop key just by lifting the handset.

IntraMail Features

None

Operation

Using Loop Keys	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To answer a call on a loop key:	
1.	Listen for ringing and look for the flashing (red) loop key.
2.	Lift the handset.
3.	Press the loop key. • The loop key will light green after you answer. • If you have Ringing Line Preference, lifting the handset answers the call. • If you have Automatic Handsfree, you can press the loop key without first lifting the handset.
To place a call on a loop key:	
1.	Lift the handset.
2.	Press the loop key. • The loop key will light green.
3.	Dial the Line Group code (0-8 for groups 90-98).
a.	For a Switched Loop key: • Dial the Line Group code (0-8 for groups 90-98). • Dial the outside number.
b.	For a Fixed Loop key: • Dial the outside number.

Features

Meet-Me Conference

Description

Set up a multiple-party telephone conversation with your co-workers.

With Meet-Me Conference, an extension user can set up a telephone meeting with their co-workers. Each party joins the Conference by dialing a Meet Me Conference code. Meet Me Conference lets extension users have a telephone meeting — without leaving the office. Users must join the meeting within the Meet-Me Conference interval.

The system has two Meet-Me Conference codes (#11 and #12). After a Meet-Me Conference is set up and the Meet-Me Conference interval expires, the code used becomes available for a new meeting. Since Meet-Me Conference is a type of Conference, the system's Conference capacity determines:

❧ The number of users that can join a Meet-Me Conference, and

❧ The number of simultaneous conferences.

The following table shows the Conference capacities:

Description	Capacity
Conference circuits	32
Maximum simultaneous users in Conference (total of all Conferences system-wide)	32
Maximum simultaneous conferences	8
Maximum parties in any one Conference (lines and/or extensions)	8

The system's 32 Conference circuits are dynamically allocated as users request them.

Conditions
• None

Default Setting
• Meet-Me Conference enabled.

Programming

1. **After a co-worker hears a Page inviting them to join a Meet-Me Conference, do they have enough time to join?**

1. If yes, leave *1605-02: Meet Me Conference Join Timer* (page 680) at its current setting.

2. If no, adjust *1605-02: Meet Me Conference Join Timer* (page 680) as required.

Other Related Features

Features

The following features also allow different types of multiple party calls:

❧ *Barge In (Intrusion)* (page 36)

❧ *Conference* (page 89)

❧ *Group Listen* (page 187)

❧ *Privacy* (page 277)

❧ *Tandem Calls / Unsupervised Conference* (page 341)

IntraMail Features

None

Operation

Using Meet-Me Conference		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To set up a Meet-Me Conference:		
1.	Page parties and announce the Meet-Me Conference code (#11 or #12).	
2.	Do one of the following. • You and your co-workers must join the conference within the Meet-Me Conference time. • **INTERCOM** flashes fast (green) after the first party joins the Conference; goes out after additional parties join.	
	a.	**[Meet Me 11]** **[MT11]**	Select to join Meet Me Conference 11.
	b.	**[Meet Me 12]** **[MT12]**	Select to join Meet Me Conference 12.
To join a Meet-Me Conference:		
1.	Listen for paged invitation to join the conference.	
2.	Press **INTERCOM** and dial the announced Meet-Me Conference code (#11 or #12). • You and your co-workers must join the conference within the Meet-Me Conference time. • **INTERCOM** flashes fast (green) after the first party joins the Conference; goes out after additional parties join.	

Features

Message Waiting

Description

For systems without voice mail, leave a Message Waiting request for a return call.

An extension user can leave a Message Waiting indication at a busy or unanswered extension requesting a return call. The indication is a flashing **V-MAIL** key and Ring/Message lamp at the called extension. Answering the Message Waiting automatically calls the extension which left the indication. Message Waiting ensures that a user will not have to recall an unanswered extension. It also ensures that a user will not miss calls when their extension is busy or unattended.

An extension user can leave Messages Waiting at any number of extensions. Also, any number of extensions can leave a Message Waiting at the same extension. If an extension has multiple messages waiting, the user can scroll through their Messages Waiting and select a co-worker to call back.

Single Line Telephone Message Waiting

Message Wait Lamping

The system provides two types of Message Wait lamping at single line telephone ports: High Voltage and FSK (Frequency Shift Keying).

- **High Voltage Message Waiting**
  With High Voltage Message Waiting, the system switches the 150 VDC signal required to light the Message Waiting lamps on analog telephones with messages waiting. This type of lamping is typically used on conventional 2500 type sets with Message Waiting lamps. Check your system's single line sets to see if they require High Voltage Message Waiting. ***High Voltage Message waiting is not available in DSX-40.***

- **FSK Message Waiting**
  The system can alternately provide an FSK signal to light the Message Waiting lamp on an analog telephone. Instead of 150 VDC, FSK Message Waiting uses a modulated carrier signal to control lamping. This type of Message Wait signaling is typically used on new, electronic single line sets. Check your system's single line sets to see if they require FSK Message Waiting.

SLT Special Dial Tone

Either type of Message Wait lamping can be used with SLT Special Dial Tone. When SLT Special Dial Tone is enabled, an SLT user with messages waiting hears a pulsating Intercom dial tone when they lift the handset. Intercom dial tone returns to normal only after the SLT user dials ***8** to answer _all_ their Messages Waiting.

Conditions
- A power failure or system reset cancels all Messages Waiting system wide.

Default Setting
- Enabled

Programming

1.	**Should the system have Message Waiting capability?**

1. If yes, in *4101-01: Voice Mail Type* (page 863) enter **0**.
   - *The system can have either Message Waiting or voice mail, not both.*
1. If no, in *4101-01: Voice Mail Type* (page 863) enter on of the following:
   - **1** for Built-In Automated Attendant
   - **2** for IntraMail
   - **3** for UltraMail (DSX-80/160 only)
   - **4** for external

2.	**Should a single line set have special dial tone when a it has a message waiting left?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1403-03: Special Dial Tone for Single Line Set* (page 635) enter **Yes**.
3. If no, in *1403-03: Special Dial Tone for Single Line Set* (page 635) enter **No**.

3.	**Should a single line set have high voltage Message Waiting (DSX-80/160 only)?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1403-04: High Voltage Message Waiting Lamp for Single Line Set* (page 636) enter **Yes**.
   - If both high voltage and FSK Message Waiting are enabled, the system uses FSK.
3. If no, in *1403-04: High Voltage Message Waiting Lamp for Single Line Set* (page 636) enter **No**.

4.	**Should a single line set have FSK Message Waiting?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1403-05: FSK Message Waiting Lamp for Single Line Set* (page 636) enter **Yes**.
   - If both high voltage and FSK Message Waiting are enabled, the system uses FSK.
3. If no, in *1403-05: FSK Message Waiting Lamp for Single Line Set* (page 636) enter **No**.

Other Related Features

Features

Call Forwarding (page 44)
- An extension user cannot leave a Message Waiting at an co-worker that has Call Forwarding Immediate (*34) enabled. Pressing **V-MAIL** automatically leaves a message at the forwarding destination instead.
- An extension user cannot leave a Message Waiting at a busy co-worker that has Call Forwarding Busy/No Answer (*32) enabled. Pressing **V-MAIL** automatically leaves a message at the forwarding destination instead.

Do Not Disturb (page 143)
> An extension user can leave a Message Waiting at an extension in Do Not Disturb.

Intercom (page 211)
> A user can leave a Message Waiting after placing an Intercom call to a busy co-worker.

Voice Mail (page 372)
> A system can have either voice mail or Message Waiting activated — not both.

Voice Over (page 385)
> An extension user cannot leave a Message Waiting after using Voice Over.

IntraMail Features
None

Message Waiting

Operation

Using Message Waiting	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**
To leave a Message Waiting:	
1.	Place Intercom call to a co-worker. • The extension you call can be unanswered, busy, or in Do Not Disturb.
2.	Press **V-MAIL**.
3.	Hang up.
To answer a Message Waiting:	
1.	Look at your **V-MAIL** key and Ring/Message Lamp - they should be flashing (red).
2.	Press **INTERCOM** + **V-MAIL**. • The system cancels the Message Waiting if the extension you call is busy, doesn't answer, or is Do Not Disturb. • If the extension you call doesn't answer, press **V-MAIL** to automatically leave them a Message Waiting. • If your **V-MAIL** key and Ring/Message Lamp continue to flash you have additional messages waiting.
To review your Messages Waiting and select a message for a return call:	
1.	Do not lift the handset.
2.	Press **V-MAIL**.
3.	When you see **MSG xxx**: • Press **V-MAIL** until the extension you want to call displays.
4.	When the extension you want to call displays, lift the handset.
5.	Press **V-MAIL**. • The system cancels the Message Waiting if the extension you call is busy, doesn't answer, or is Do Not Disturb. • If the extension you call doesn't answer, press **V-MAIL** to automatically leave them a Message Waiting.

Description

Talk to a co-worker in your office without your caller hearing the conversation.

Microphone Mute lets a keyset user turn off their phone's handset or Handsfree microphone at any time. While the extension is on-hook, Microphone Mute mutes the Handsfree microphone. While off-hook, Microphone Mute mutes the handset microphone. Once activated, Microphone Mute prevents the caller from hearing conversations in the user's work area. The user can turn off the Handsfree or handset microphone while their telephone is idle, busy on a call, in DND or while an outside call is ringing. Answering a call automatically cancels Microphone Mute.

While an extension has their microphone muted, an incoming voice-announced Intercom call announces with a single beep (splash tone).

Handsfree Reply Soft Key

Display keyset users can press their **HF Reply (Hfrp)** soft key to turn off their telephone's Handsfree microphone for incoming Intercom calls.

Conditions
• A system reset or power failure cancels all Microphone Mutes system wide.

Default Setting
• Enabled

Programming

None

Other Related Features

Features

Handsfree and Handsfree Answerback (page 195)
    Use Microphone Mute to temporarily turn off the Handsfree microphone.

IntraMail Features

None

Microphone Mute

Operation

Using Microphone Mute			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To activate or deactivate Microphone Mute:			
1.	Press **MUTE**. • You can do this any time while on the phone or idle (except when an Intercom call is ringing). • Microphone Mute automatically cancels when you lift the handset. • If you are in the headset mode, Microphone Mute cancels when you press **SPEAKER**.		
To turn off your telephone's microphone for incoming Intercom calls:			
1.	[Menu + HF Reply] [Menu + MORE + Hfrp]		Select the Handsfree Reply option. • The first line of the display indicates if Handsfree Reply is on or off: **HF REPLY ON** = Handsfree Reply on. **HF REPLY OFF** = Handsfree Reply off.
2.	Do one of the following.		
	a.	[On] [On]	Select to turn Handsfree Reply on.
	b.	[Off] [Off]	Select to turn Handsfree Reply off. • While Handsfree Reply is off, you'll hear a single beep for incoming voice-announced Intercom calls.
To answer a voice-announced Intercom call when Handsfree Reply is off:			
1.	Do one of the following.		
	a.		Lift the handset.
	b.		Press **MUTE** to turn Handsfree Reply back on (*for this call only*).

Description

Monitor a co-worker's phone conversation without them knowing you are on the phone.

Monitor lets an extension user listen to the conversation at a busy extension. To implement Monitor, an extension user just calls a busy extension and dials the Monitor code. The busy extension and their caller have no indication of the intrusion. There are no tones heard and there is no visual indication that monitoring is occurring. For example, Monitor could help the supervisor of a service department. The department supervisor could listen to the questions that callers ask without disturbing the service call.

CAUTION
Monitor provides no warning tones prior to intrusion. Monitor may be interpreted as an invasion of privacy.

Conditions
- Monitor uses a system Conference circuit. See *Conference* (page 89) for more.

Default Setting
- Disabled

Programming

1.	**Should an extension be able to Monitor a co-worker's call?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

2. If yes, in *1402-04: Silent Monitor* (page 634) enter **Yes**.

3. If no, in *1402-04: Silent Monitor* (page 634) enter **No**.

Other Related Features

Features

Attendant Position (page 24)
> Since the attendant is never busy, Intercom callers cannot Monitor an attendant.

Conference (page 89)
> An extension user cannot Monitor a Conference.

Privacy (page 277)
> Privacy blocks Monitor attempts.

IntraMail Features

None

Monitor / Silent Monitor

Operation

Using Monitor / Silent Monitor	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Monitor a call:	
1.	Place an Intercom call to the busy extension. • Listen for busy or busy/ring tone.
2.	Dial **6**.
3.	Listen to the conversation in progress.

Description

See *Call Coverage Keys* (page 40) for more.

Music on Hold

Description

Callers can listen to music while waiting for their call to go through.

Music on Hold (MOH) plays music to calls on Hold, parked calls, and transferred calls. The music lets the caller know that their call is waiting, not forgotten. Without Music on Hold, the system provides silence to these types of calls. Music on Hold is available from one of four sources: two internal beep tones and two audio input minijacks (which in turn connect to a customer-provided external music source.

❧ In DSX-40, the audio input minijacks are located on the equipment cabinet.

❧ In DSX-80/160, the audio input minijacks are located on the CPU PCB.

The external music source you connect to the audio input minijacks is typically a CD player or FM receiver. The source, which you can also use for Background Music, must be compatible with the following specifications:

Music Source Specifications	
Input Impedance	10K Ohms
Relative Input Level	+18 dBr (+/- dBr) at 1.0 kHz

For more on connecting a customer-provided music source, refer to the system's Hardware Manual.

With Music on Hold enabled, transferred callers can optionally listen to ringback or MOH while their call waits at the transfer destination.

Note:

In accordance with U.S. copyright law, a license may be required from the America Society of Composers, Authors and Publishers (ASCAP) or other similar organizations, if radio, television broadcasts or music other than material not in the public domain are transmitted through the Music on Hold feature of telecommunications systems. NEC Unified Solutions, Inc. hereby disclaims any liability arising out of the failure to obtain such a license.

Conditions
• None

Default Setting
• External MOH enabled from audio input minijack 1.

Programming

1.	**Should the system have Music on Hold?**

1. If yes, *1521-01: Enable Music on Hold* (page 659) enter **Yes**.
2. If no, in *1521-01: Enable Music on Hold* (page 659) enter **No**.

2.	**Assign the Music on Hold Source to each line.**

1. In *3103-05: Music On Hold Source* (page 816), assign the MOH source:
   - **0** for none
   - **1** for audio input minijack 1
   - **2** for audio input minijack 2
   - **3** for internal tone 1
   - **4** for internal tone 2
   - **5** for IntraMail Message On Hold. See *Message On Hold* (page 541) for more.

3.	**For external music sources, is the audio level (BGM volume) correct?**

1. If yes:
   - For audio input 1, leave *1521-05: Audio Input 1 Gain Setting* (page 661) at its current setting.
   - For audio input 2, leave *1521-06: Audio Input 2 Gain Setting* (page 661) at its current setting.
2. If no:
   - For audio input 1, adjust *1521-05: Audio Input 1 Gain Setting* (page 661) as required.
   - For audio input 2, adjust *1521-06: Audio Input 2 Gain Setting* (page 661) as required.

4.	**Should transferred callers hear MOH or ringback while waiting?**

1. For MOH, in *1521-02: Music on Hold for Transferred Calls* (page 659) enter **Yes**.
2. For ringback, in *1521-02: Music on Hold for Transferred Calls* (page 659) enter **No**.

Other Related Features

Features

Background Music (page 34)
> Background Music and Music on Hold can the same external music source.

Extension Hunting (page 154)
> If Music on Hold is enabled for transferred calls, a caller transferred to a busy UCD Group hears MOH.

Hold (page 202)
> If installed, Music on Hold plays to callers on Hold.

Intercom (page 211)
> Music on Hold plays to Intercom callers on Hold. Intercom callers always hear internal Tone 1.

Park (page 266)
> If installed, Music on Hold plays to parked callers.

Transfer (page 358)
> With Music on Hold enabled, transferred callers can optionally listen to ringback or MOH while their call waits at the transfer destination. Music on Hold will also play to transferred callers camped-on to a busy UCD Group.

IntraMail Features

None

Music on Hold

Operation

Music on Hold is automatic once enabled.

Description

Names help identify lines and extensions.

Extensions and lines can have names instead of just circuit numbers. These names show on a keyset's display when the user places or answers calls. Extension and line names make it easier to identify callers. The user does not have to refer to a directory when processing calls. Extension and line names can consist of upper and lower case letters, spaces and punctuation, and can be up to 18 characters long.

Extension names display when placing or answering Intercom calls. Line names display when using the following features:

- *Central Office Calls, Answering* (page 74)
- *Central Office Calls, Placing* (page 78)
- *Direct Inward Line* (page 109)
- *Direct Line Access* (page 115)
- *Directed Call Pickup* (page 129)
- *Last Number Redial* (page 219)
- *Line Keys* (page 227)
- *Loop Keys* (page 233)
- *Night Service / Night Ring* (page 252)
- *Park* (page 266)
- *Speed Dial* (page 315)
- *Transfer* (page 358)

Refer to *Feature Operation* below when entering names.

Conditions
- None

Default Setting
- No extension names assigned (the extension's number displays instead).
- All line names are *LINE* followed by the line's number (e.g., *LINE 2*).
- User-entered names are available only at the attendant (Class of Service 1).

Programming

1. **Should an extension user be allowed to program their own name?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes:
   - In *1401-10: Name Programming* (page 631), enter **Yes**.
   - To also allow the extension user to enter names for co-workers, Ring Groups, and UCD Groups, in *2102-04: User Programming Access Level* (page 725) enter **4** or **5**.
3. If no:
   - In *1401-10: Name Programming* (page 631) enter **No**.

Name programming is used in the following programs:

- *1011-01: System Name* (page 597)
- *1702-[001-999]: System Speed Dial Bin Name* (page 717)
- *2101-02: Station Name* (page 720)
- *2151-[01-20]: Personal Speed Dial Bin Name* (page 777)

Names for Extensions and Lines

❧ *2201-01: Ring Group Name* (page 779)
❧ *2301-01: UCD Group Name* (page 790)
❧ *2501-[01-16]: Selectable Display Messages* (page 806)
❧ *3101-02: Line Name* (page 810)
❧ *4111-01: Voice Mail Port Name* (page 865)
❧ *904x-Backup/Restore* (page 927)

Other Related Features

See list under *Description* above.

Operation

Programming Names		**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
To program your extension's name: • If you have access level 4 or 5, use "*To program a name for a co-worker's extension . . .*" below instead.		
1.	**[Menu + Name]** **[Menu + MORE + MORE + Name]**	Select name programming.
2.	Follow the instructions in the Name Programming Chart below.	
3.	Press **HOLD** + **SPEAKER** to exit.	
To program a name for a co-worker's extension, a Ring Group, or a UCD Group:		
1.	**[Menu + Name]** **[Menu + MORE + MORE + Name]**	Select name programming.
2.	When you see **EXT:xxx**, do one of the following.	
	a.	Enter the name of the extension you want to program + **HOLD**.
	b.	Press **HOLD** to accept the displayed name.
	c.	Enter the master number for the Ring Group you want to program + **HOLD**.
	d.	Enter the master number for the UCD Group you want to program + **HOLD**.
3.	Follow the instructions in the Name Programming Chart below.	
4.	Do one of the following.	
	a.	Press **HOLD** to back up to step 2 and program another name.
	b.	Press **HOLD** + **SPEAKER** to exit.

Name Programming Chart

Key	Press a key the indicated number of times for desired character								
	1 Time	2 Times	3 Times	4 Times	5 Times	6 Times	7 Times	8 Times	9 Times
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								

After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.

Additional Name Programming Options

HOLD	Save name.
SPEAKER	Exit user name programming.
Volume Up	Scroll the cursor to the right.
Volume Down	Scroll the cursor to the left.
CLEAR	• While editing, clears character to the right. • At beginning of line, erases entire entry. • At end of line, becomes a backspace key
CHECK	Restore the previous entry,

Night Service / Night Ring

Description

Use Night Service to reroute calls after hours.

Night Service redirects outside calls to their night mode destination. Typically, the attendant or supervisor activates Night Service after normal working hours, when most employees are unavailable to answer calls. Lines can ring extensions directly at Night, providing specific answering points for Night Service calls. (For example, you can program lines to ring the security station at night.)

To have outside lines ring the External Paging system (which users can answer by dialing a code), see *Outside Call Ringing Over External Page* (page 260). To have the ringing call also activate the system relay, see *Page Relay Control* (page 259).

Night Service Keys

The night mode status of the system is controlled by the following 3 types of keys:

- **Night Key Assigned as a *System* Night Key**
  This type of key controls the night mode status of all Key Ring lines as well as all lines that are Direct Inward Lines (DILs) to Ring Group master numbers. To program this type of key, see *2121-Feature Keys* (page 753) and *2401-Config (DSS Console Configuration)* (page 800). The entry is **18** + **CLEAR**. Also see *Direct Inward Line* (page 109).

- **Night Key Assigned as a *UCD* Night Key**
  This type of key controls the night mode status of all lines terminated to UCD Group master numbers. It has no affect on Key Ring lines or lines terminated to Ring Group master numbers. To program this type of key, see *Extension Hunting* (page 154), *2121-Feature Keys* (page 753), and *2401-Config (DSS Console Configuration)* (page 800). The entry is **18** + UCD Group master number.[1]

- **An Extension's DND Key**
  The **DND** key controls the night mode status of all lines that are DILs to the extension. In the day, the line rings the extension. When the user presses **DND**, the DILs ring their programmed night mode destinations. Also see *Direct Inward Line* (page 109).

Basic Night Service Types

Following are the four basic types of Night Service operation for a line.

- **Option 1: Key Ring Day and Night**
  The line is a Key Ring line during the day and at night. The line rings according to the settings in *2132-[01-64]: Line Ringing* (page 764). An extension's *System* night key controls the day/night mode of the line. Turn to *Key Ring* (page 214) for more on setting up Key Ring lines.

- **Option 2: Key Ring During the Day, DIL at Night**
  The line is a Key Ring line during the day and a DIL at night. During the day, the line rings according to the settings in *2132-[01-64]: Line Ringing* (page 764). At night, the line rings the DIL destination (i.e., extension, Ring Group, UCD Group or voice mail). An extension's *System* night key controls the day/night mode of the line. Turn to *Key Ring* (page 214) for more on setting up Key Ring lines. Turn to *Direct Inward Line* (page 109) for more on setting up Direct Inward Lines.

- **Option 3: DIL During the Day, Key Ring at Night**
  The line is a DIL during the day and a Key Ring line at night. The line rings the DIL destination during the day and rings according to the settings in *2132-[01-64]: Line Ringing* (page 764) at night. The DIL destination's **DND** key controls the night mode of the line. Turn to *Direct Inward Line* (page 109) for more on setting up Direct Inward Lines. Turn to *Key Ring* (page 214) for more on setting up Key Ring lines.

---

1. Do not use this option if you want lines to overflow to voice mail. See *Key Ring* (page 214) instead.

Option 4: DIL Day and Night
The line is a DIL during the day and at night. The DIL destination's **DND** key controls the night mode of the line. Turn to *Direct Inward Line* (page 109) for more on setting up Direct Inward Lines.

Conditions
- None.

Default Setting
- In DSX-40, keys 1-12 are day/night ringing line keys for lines 1-12 and keys 13-24 are undefined.
- In DSX-80/160, keys 1-8 are day/night ringing line keys for lines 1-8 and keys 9-24 are undefined.
- For attendants:
  - Key 12 (on 22-button) or key 24 (on 34-button) is an Operator Call Key.

Programming

1.	Should extension be able to put Key Ring lines into the Night Mode?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1402-05: Activate Night Mode* (page 634) enter **Yes**.
   - This capability is normally reserved only for attendants.
3. If no, in *1402-05: Activate Night Mode* (page 634) enter **No**.

2.	Set up a *System* night key on an extension or DSS Console.

1. To set up a *System* night key on an extension:
   - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **18**.
   - In *2121-[01 to 24]: Feature Key Data* (page 758), press **CLEAR**.
2. To set up a *System* night key on a DSS Console:
   - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **18**.
   - In *2402-[01-60]: DSS Console Key Data* (page 801), press **CLEAR**.

3.	Should key ring lines ring extensions at night?

1. If yes:
   - In *2132-[01-64]: Line Ringing* (page 764) enter one of the following:
     1 for day and night ringing.
     2 for night ringing only.
     3 for delay ringing day and night.
   - For delay ringing (option 4 only), in *1604-01: Delay Ring Timer* (page 678) adjust the Delay Ring timer as required.
2. If no:
   - In *2132-[01-64]: Line Ringing* (page 764) enter **0** for lamp only (no ringing).

Night Service / Night Ring

Other Related Features

Features

Direct Inward Line (page 109)
- The extension to which the DIL is terminated controls the night mode of the DIL.
- If a DIL is terminated to the voice mail master number, a *UCD* night key (code 18 + the voice mail master number) controls the night mode status of the DIL.

Direct Station Selection (DSS) Console (page 120)
> A DSS Console with a *System* night key can put the system in the night mode.

Do Not Disturb (page 143)
> A DIL destination activates the night mode for the DIL when they press **DND**.

Group Ring (page 189)
> The *System* night key sets the day/night status of a DIL terminated to a Ring Group.

Paging (page 259)
> To have lines ring the External Paging system, see *Outside Call Ringing Over External Page* (page 260). To have the ringing call also activate the system relay, see *Page Relay Control* (page 259)

IntraMail Features
None

Operation

Using Night Service / Night Ring	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To activate or deactivate Night Service (i.e., to control the night mode of Key Ring and Ring Group lines):	
1.	Do not lift the handset.
2.	Press your *System* night key. • While in the night mode, the key is on (red) and you see: SYSTEM IN NIGHT MODE. • While in the day mode, the key is off.
To answer a call that rings a line or loop key at night:	
1.	Listen for ringing and look for the flashing line or loop key. • Line and loop keys that flash red are for you and your co-workers. • Line keys that flash green are just for you (such as DILs and transfers).
2.	Lift the handset.
3.	Press the flashing line or loop key. • If you have Ringing Line Preference, lifting the handset answers the call. • If you have Automatic Handsfree, you can press the line or loop key without first lifting the handset.
To answer a call that is ringing over the Paging speakers:	
1.	Lift the handset.
2.	Dial ***0**.

Description

Off-Hook Signaling helps important callers get through.

When a user is busy on a call, Off-Hook Signaling indicates that another caller is trying to get through. Off-Hook Signaling helps important callers get through, without waiting in line for the called extension to become free. After the user hears the off-hook signal, they can use other system features (such as Hold or Park) to process their active call and then answer the waiting call.

Off-Hook Signaling for Outside Calls

While a keyset user is on a call, Off-Hook Signaling for outside calls can be:

- While on a handset call,
  - A flashing green Ring/Message lamp
  - A flashing red or green line/loop key
  - Muted off-hook ringing
  (While Off-Hook Signaling ringing is occurring, use **Volume Up** and **Volume Down** to adjust the volume of ringing.)

- While on a handset or Handsfree call,
  - A flashing green line/loop key
  - Camp-On tones

The following chart shows when the two types of Off-Hook Signaling occur. Note that Camp-On tones occur for an extension when they are the exclusive recipient of the call (such as a DIL).

	Off-Hook Ringing[1]	Camp-On Tones[2]
Key Ring	Yes	No
Transferred Outside Call	Yes	Yes
Direct Inward Line	Yes	Yes
Transfer from Voice Mail (UTRF)	Yes	Yes
Call Coverage Key	Yes	No
Group Call Pickup Key	Yes	No

[1] For Off-Hook ringing, *2116-03: Off Hook Signaling for Incoming Outside Calls* (page 750) = **2**.
[2] For Camp-On tones, *2116-03: Off Hook Signaling for Incoming Outside Calls* (page 750) = **1**.

Off-Hook Signaling for Intercom Calls

While an extension user is on a handset or Handsfree call, they can receive Camp-On tones from a co-worker that called them and dialed **2** to Camp-On. Turn to *Call Waiting / Camp-On* (page 58) for more on how to set this up. Off-hook ringing for Intercom calls is not available.

Off-Hook Signaling for Hotline Calls

While an extension is busy on a handset call, the system provides unique handling of Off-Hook Signaling for calls from their Hotline partner. This unique handling occurs when the Hotline partner calls the extension by first pressing their Hotline key. The Off-Hook Signaling can be Camp-On tones or Voice Over. The default is Camp-On tones.

Conditions
- None

Off-Hook Signaling

Default Setting
- Off-Hook Signaling for outside calls is set for Off-Hook Ringing (option 2) by default. While busy on a call, the extension will receive Off-Hook Ringing for outside calls that normally ring the phone. This includes:
  - Key Ring calls
  - Transferred outside calls
  - Direct Inward Lines
  - UTRF transfers from voice mail
  - Call Coverage keys
  - Group Call Pickup keys
- Off-Hook Signaling for Intercom calls is Camp-On tones.
- Off-Hook Signaling for Intercom calls from the Hotline partner is Camp-On tones.

Programming

1.	**Set up Off-Hook Signaling for waiting Intercom calls.**

1. For Camp-On, in *2116-01: Off Hook Signaling for Incoming Intercom Calls* (page 749) enter **1**.
2. For Voice Over, in *2116-01: Off Hook Signaling for Incoming Intercom Calls* (page 749) enter **2**.
3. To disable Off-Hook Signaling, in *2116-01: Off Hook Signaling for Incoming Intercom Calls* (page 749) enter **0**.

2.	**Specify the type of Off-Hook Signaling available when a user presses the Hotline key for their busy Hotline partner.**

1. For Camp-On, in *2116-02: Off Hook Signaling for Calls from Hotline Partner* (page 749) enter **1**.
2. For Voice Over, in *2116-02: Off Hook Signaling for Calls from Hotline Partner* (page 749) enter **2**.
3. To disable Off-Hook Signaling, in *2116-02: Off Hook Signaling for Calls from Hotline Partner* (page 749) enter **0**.

3.	**Set up Off-Hook Signaling for waiting outside calls.**

1. For Camp-On, in *2116-03: Off Hook Signaling for Incoming Outside Calls* (page 750) enter **1**.
2. For ringing, in *2116-03: Off Hook Signaling for Incoming Outside Calls* (page 750) enter **2**.
3. To disable Off-Hook Signaling, in *2116-03: Off Hook Signaling for Incoming Outside Calls* (page 750) enter **0**.

Other Related Features

Features

Attendant Call Queuing (page 22)
> The Operator Call key does not activate off-hook signaling.

Caller ID (page 63)
> An extension programmed to receive Camp-On tones or Off-Hook Ringing from a waiting call will also receive Second Call Caller ID.

Conference (page 89)
> An extension user can Conference their active call with the waiting call.

Direct Inward Line (page 109)
> DILs can initiate Off-Hook Signaling beeps.

Headset Compatibility (page 198)
> Turn to *Off-Hook Signaling and Headsets* (page 199) for more on how Off-Hook Signaling interacts with headsets.

Hold (page 202)
> An extension user can place their current call on Hold and answer the waiting call.

Hotline (page 207)
> Hotline activates Off-Hook Signaling.

Key Ring (page 214)
> Off-Hook Signaling can occur for Key Ring calls.

Park (page 266)
> An extension user can Park their current call and answer the waiting call.

Split (Alternate) (page 323)
> An extension user can alternate between their active call and their waiting call.

Transfer (page 358)
> An extension user can Transfer their current call to a co-worker or voice mail and then answer the waiting call. In addition, transferred calls can initiate Off-Hook Signaling.

Voice Over (page 385)
> Voice Over also lets a user get through to a keyset extension user busy on a handset call. The busy keyset extension user hears an alert tone followed by the voice of the interrupting party.

IntraMail Features
> None

Operation

User Programmable Feature

Setting Up Off-Hook Signaling			
Feature	**Mnemonic**	**Operation**	**Access Level**

Off-Hook Signaling	**#OHR**
	(#647)
		#OHR + Select mode (see below) + Select option (see below) + **SPEAKER** to exit.
		
		Off-Hook Signaling Modes
		• **1** = Outside line
		• **2** = Hotline partner
		• **3** = Intercom
		
		Off-Hook Signaling Options
		• *For outside lines*:
		  1 = Camp-On tone
		  2 = Off-hook ringing
		  CLEAR = None
		• *For Hotline partner*:
		  1 = Camp-On tone
		  2 = Voice Over
		  CLEAR = None
		• *For Intercom*:
		  1 = Camp-On tone
		  2 = Voice Over
		  3 = None
			3-5

Description

Available for Personal Speed Dial. See *Speed Dial* (page 315) for more.

Description

Use Paging to broadcast announcements or quickly locate co-workers.

Paging lets extension users broadcast announcements to other keyset users and to external Paging speakers. Paging allows a user to locate a co-worker or make an announcement without calling each extension individually. There are two types of Paging: Internal Paging and External Paging.

Internal Paging

Internal Paging allows extension users to broadcast announcements into 7 internal Paging Zones and All Call (all zone). When a user makes a zone page, the announcement broadcasts to all extensions assigned to the specified zone. If the user makes an All Call announcement, the announcement simultaneously broadcasts to extensions in all zones. All Call Paging automatically overrides any zone pages already in progress. A system timer can optionally limit the duration of Paging announcements.

To simplify Paging access, a keyset can have Feature Keys assigned as Page keys.

Paging Key Busy Lamp Indications	
When the key is:	**The zone is:**
Off	Idle
On (red)	A co-worker is Paging into the assigned zone
On (green)	The extension user is Paging into the assigned zone.

External Paging

When a user pages into Internal All Call Page or Internal page Zone 1, the system simultaneously broadcasts the announcement into the External Paging Zone. In DSX-40, access to the external zone is via the audio output minijack located on the equipment cabinet. In DSX-80/160, access to the external zone is via the audio output minijack on the CPU. Refer to the system's *Hardware Manual* for additional installation details.

When connecting External Paging equipment, be sure to adhere to the following requirements:

Audio/Paging Output	
Output Impedance	600 Ohms @ 1 KHz
Output Level	0 dBr at 1.0 KHz

Page Relay Control

Page Relay Control allows an announcement broadcast into a Paging zone to activate a system relay. This relay is typically used to activate a customer-provided Paging amplifier. Each of the two Door Box circuits in the 2PGDAD Module has an associated control relay. In addition, each of the two built-in Door Box ports in the DSX-40 has a control relay. In either system, you can assign these relays for Door Box strike control or Page Relay Control, but not both. ***If the system relay is programmed for Page Relay Control, and an extension or line is set up to ring over External Paging, the relay will activate when the extension or line rings.***

Paging

The equipment you connect to a system relay must be compatible with the following specifications. Refer to your system's Hardware Manual for more on connecting to the system relay contacts.

Relay Contact Specifications	
DSX-40	
Contact Configuration:	Normally open
Maximum Load:	0.5A @ 120 VAC 1A @ 24 VDC
Maximum Initial Contact Resistance	100 mOhms
2PGDAD Module	
Contact Configuration:	Normally open
Maximum Load:	500 mA @ 24 VDC 250 mA @ 120 VAC

Outside Call Ringing Over External Page

Line ringing can optionally broadcast over External Paging speakers. For each line, the Paging speakers can broadcast ringing for all calls ringing the line, for calls ringing only at night, or for delay ring calls. While a line rings External Paging, any extension user can dial a code (**INTERCOM** + ***0**) to pick up the call. *If the system relay is programmed for Page Relay Control, and the line is set up to ring over External Paging, the relay will activate when the line rings.*

If Door Box chimes, ringing, and Background Music are *all* programmed to output over External Paging, the system uses the following broadcast priority:

- Paging
- Door Box chimes
- Ringing
- Background Music

Note that External Paging can broadcast either extension ringing or line ringing, not both. In addition, External Paging requires additional customer-provided equipment. Refer to the Hardware Manual that came with your system for more.

Intercom Ring Over External Page

An extension's ringing can optionally broadcast over External Paging. If enabled, <u>*any*</u> type of call that rings the extension will broadcast over the Paging speakers. While an Intercom call rings External Paging, any extension user can dial a code (**INTERCOM** + ***0**) to pick up the call. *If the system relay is programmed for Page Relay Control, and an extension is set up to ring over External Paging, the relay will activate when the extension rings.*

Door Chime Over External Page

Door Box chimes can optionally broadcast over External Paging. While Door Box chimes broadcast over External Paging, any extension user can dial a code (**INTERCOM** + ***0**) to answer the Door Box. After answering, a keyset user can press a soft key or **FLASH** to control the Door Box relay.

Background Music Over External Page

Background Music (BGM) can optionally play over the External Paging speakers while Paging is idle. BGM will automatically turn off while Paging, ringing or Door Box chimes broadcast from the external zone, and restart when the external zone again becomes idle.

Ring Over Page Volume Adjustment

You can adjust the volume of ringing over the External Paging system. There are three volume adjustments: low (5), medium (6), and high (4). This adjustment does not affect the volume of Background Music or Door Chimes.

Conditions
- None

Default Setting
- All Call and Zone Paging allowed.
- Ringing, Door Box chimes, and Background Music do not broadcast over External Paging.

Programming

Basic Programming

1.	Should extension be able to receive Paging announcements?

1. If yes:
   - In _2113-05: Page Group (Zone)_ (page 740), assign the zone to which the extension belongs (1-7 or 0 for All Call only).
   - In _2112-06: Paging Through Speaker_ (page 737), enter **Yes**.
2. If no:
   - In _2112-06: Paging Through Speaker_ (page 737), enter **No**.

2.	Should extension be able to place (broadcast) Paging announcements?

1. In _2102-01: Class of Service_ (page 724), check the extension's Class of Service level.
2. If yes:
   - For All Call Paging, _1407-01: Make All Call Page_ (page 644) enter **Yes**.
   - For zones 1-7, in _1407-02: Make Page Into Zone 1_ (page 644) through _1407-08: Make Page Into Zone 7_ (page 646) enter **Yes**.
3. If no:
   - For All Call Paging, _1407-01: Make All Call Page_ (page 644) enter **No**.
   - For zones 1-7, in _1407-02: Make Page Into Zone 1_ (page 644) through _1407-08: Make Page Into Zone 7_ (page 646) enter **No**.

3.	Is the maximum length of Paging announcements adequate?

1. If yes, leave _1605-01: Page Duration Timer_ (page 680) at its current setting.
2. If no, adjust _1605-01: Page Duration Timer_ (page 680) as required.

4.	Optionally set up a one-touch Paging Feature Key on an extension or DSS Console.

1. To set up a Paging key on an extension:
   - In _2121-[01 to 24]: Feature Key Codes_ (page 758), enter **13**.
   - In _2121-[01 to 24]: Feature Key Data_ (page 758), enter the zone number (**1**-**7** or **0** for All Call).
2. To set up a Paging key on a DSS Console:
   - In _2402-[01-60]: DSS Console Key Codes_ (page 801), enter **13**.
   - In _2402-[01-60]: DSS Console Key Data_ (page 801), enter the zone number (**1**-**7** or **0** for All Call).

Page Relay Control

1.	Do you want Paging to activate the associated DSX-40 control relay?

1. If yes:
   - For relay 1, in _2101-06: Door Relay Assignment_ (page 723) for the Door Box extension enter **1**.

Paging

     - For relay 2, in *2101-06: Door Relay Assignment* (page 723) for the Door Box extension enter **2**.

2. If no, in *2101-06: Door Relay Assignment* (page 723) for the Door Box extension, enter **0**.

External Paging Options

1.	**Optionally enable outside line ringing over External Paging.**

1. In *1531-01: External Page Ring Type* (page 662), enter **2**.
   - You can have outside line ringing *or* Intercom ringing, not both.
2. In *1532-[01-64]: External Page Line Ringing* (page 665), enter the ring type for each line.
   - **0** no ringing
   - **1** for day and night ringing
   - **2** for night ringing only
   - **3** for delay ringing day and night
3. For delay ringing (option 3 only), in *1604-01: Delay Ring Timer* (page 678) adjust the Delay Ring timer as required.
4. In *1531-03: External Page Ring Volume* (page 663), adjust the system's External Page port audio output volume as required.
   - **1** for low volume
   - **2** for medium volume
   - **3** for high volume
5. Use *1531-05: External Page Gain* (page 664) to additionally control the volume of the system's External Page port audio output.

2.	**Optionally enable Intercom ringing over External Paging.**

1. In *1531-01: External Page Ring Type* (page 662), enter **1**.
   - You can have outside line ringing *or* Intercom ringing, not both.
2. In *1531-02: Extension Ring Over External Page* (page 662), enter the number of the extension that should ring over the External Paging.
3. In *1531-03: External Page Ring Volume* (page 663), adjust the system's External Page port audio output volume as required.
   - **1** for low volume
   - **2** for medium volume
   - **3** for high volume
4. Use *1531-05: External Page Gain* (page 664) to additionally control the volume of the system's External Page port audio output.

3.	**Optionally enable Door Box chimes over External Paging.**

1. In *1531-04: Door Chime Over External Page* (page 664), enter **Yes**.
2. In *2101-04: Door Chime Selection* (page 722), for each Door Box extension choose one of the following chime patterns (***not** 0*):
   - **1** = Low pitch chime pattern
   - **2** = Mid range chime pattern
   - **3** = High pitch chime pattern
3. Check *Door Box* (page 147) to be sure Door Boxes are programmed and installed.
4. In *1531-03: External Page Ring Volume* (page 663), adjust the system's External Page port audio output volume as required.
   - **1** for low volume
   - **2** for medium volume
   - **3** for high volume

---

5. Use *1531-05: External Page Gain* (page 664) to additionally control the volume of the system's External Page port audio output.

| 4. | **Optionally enable Background Music over External Paging.** |

1. In *1521-04: Background Music over External Page* (page 660), enter **Yes**.

2. Check *Background Music* (page 34) to be sure Background Music is programmed and installed.

3. In *1531-03: External Page Ring Volume* (page 663), adjust the system's External Page port audio output volume as required.
   - **1** for low volume
   - **2** for medium volume
   - **3** for high volume

4. Use *1531-05: External Page Gain* (page 664) to additionally control the volume of the system's External Page port audio output.

Other Related Features

Features

Background Music (page 34)
> Background Music can broadcast over the External Paging speakers.

Central Office Calls, Answering (page 74)
> Outside call ringing can broadcast over the External Paging speakers.

Direct Inward Line (page 109)
> DILs cannot ring over the External Paging speakers or activate the page relay.

Direct Station Selection (DSS) Console (page 120)
> DSS Consoles can have Page zone keys.

Do Not Disturb (page 143)
> DND blocks Paging announcements.

Door Box (page 147)
> Door Box chimes can broadcast over the External Paging speakers.

Intercom (page 211)
> Intercom ringing can broadcast over the External Paging speakers.

IntraMail Features

None

Paging

Operation

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<td colspan="3">Making a Page Announcement</td>
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[Super Display Soft Key]
[Keyset Soft Key]</td>
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<tr>
<td colspan="4">To make an internal Paging announcement:</td>
</tr>
<tr>
<td>1.</td>
<td colspan="3">Lift the handset.</td>
</tr>
<tr>
<td>2.</td>
<td colspan="3">Do one of the following.</td>
</tr>
<tr>
<td></td>
<td>a.</td>
<td colspan="2">Press INTERCOM, dial *1, then dial the page zone number (1-7 or 0 for All Call).</td>
</tr>
<tr>
<td></td>
<td>b</td>
<td colspan="2">Press your Paging key.
• If you are on an Intercom call when you press a Paging key, the system disconnects the internal call and activates the page.</td>
</tr>
<tr>
<td>3.</td>
<td colspan="3">Make announcement and hang up.
• The system may limit the length of your announcement.</td>
</tr>
<tr>
<td colspan="4"></td>
</tr>
<tr>
<td colspan="4">To answer a call that is ringing over the Paging speakers:</td>
</tr>
<tr>
<td>1.</td>
<td colspan="3">Lift the handset.</td>
</tr>
<tr>
<td>2.</td>
<td colspan="3">Dial *0.</td>
</tr>
<tr>
<td>3.</td>
<td colspan="3">Converse with the caller.</td>
</tr>
</table>

User Programmable Feature

Enabling Incoming Paging			
Feature	**Mnemonic**	**Operation**	**Access Level**
Paging (Incoming)	**#VP (#87)**	**#VP** + **Y** to enable or **N** to disable + **SPEAKER** to exit.	3-5

Description

Available. Refer to *Meet-Me Conference* (page 236) for more.

Park

Description

Park a call in orbit so a co-worker can pick it up. With Park, it is not necessary to locate a person to handle their calls.

Park places an outside call in a waiting state (called a Park Orbit) so that an extension user may pick it up. There are two types of Park: System and Personal. Use System Park when you want to have the call wait in one of 10 system orbits (60-69). Personal Park allows you to Park a call at an extension so a co-worker can pick it up. After parking a call, a user can Page the person receiving the call and hang up. The paged party dials a code or presses a programmed System Park key to pick up the call. Many calls can be parked at the same extension, and are retrieved in LIFO (last-in, first-out) order.

A call parked in System Park Orbit for too long will recall the extension that initially parked it. The recall for System Park Orbits 68 and 69 is permanently fixed at 5 minutes. If the recall remains unanswered, the call diverts to Key Ring.

A call parked in Personal Park Orbit for too long will initially recall to the extension at which it is parked. If unanswered there, it recalls to the extension that parked the call. If still unanswered, it diverts to Key Ring.

When an extension has System Park keys, the keys provide a Busy Lamp Field (BLF) for the orbit assigned to the key.

Park Key Busy Lamp Indications	
When the key is:	**The Park orbit is:**
Off	Idle
On (red)	A co-worker has parked a call in the orbit assigned to the key.
Single wink on (green)	The extension user has parked a call in the orbit assigned to the key.

Distinctive Flash Rate on Recall

Park recall features a distinctive flash rate for line keys (see the chart below). This allows the keyset extension user to easily differentiate new calls that are ringing from Parked calls that are recalling.

Distinctive Flash Rate on Park Recall	
For this type of call:	**You see this flash rate:**
Call that you Parked	Double Wink On (green)
Call that you initially Parked recalling your phone	Double Wink On (green)
Call Parked by a co-worker	On (red)
Call initially Parked by a co-worker that is recalling your phone	Double Wink On (red)

Personal Park Orbit Recall Display

The Personal Park Orbit recall display shows:

- *On all extensions that are ringing with the recall:*
  - The type of recall (i.e., Personal Park).
- *On the extension at which the call is parked (while it is ringing):*
  - The extension which initially parked the call.
- *On all other extensions as they are ringing with the recall:*
  - The extension at which the call was initially parked.

The Personal Park Orbit recall display occurs:

- At the extension which initially received the Personal Park.
- At the extension which initially parked the call.
- At all other extensions after the call diverts to Key Ring.

System Park Orbit Recall Display

The System Park Orbit recall display shows:

- The orbit from which the call is recalling (e.g., 60).
- The extension that initially parked the call (e.g., 301).

The System Park Orbit recall display occurs as the call is ringing the extension that initially parked it, and after the call diverts to Key Ring.

Conditions
- None

Default Setting
- Park available.
- No System Park keys assigned.

Programming

1.	**If a parked call is not picked up, does it recall after the correct interval?**

1. If yes, leave *1603-04: Park Orbit Recall Timer* (page 677) at its current setting.
2. If no, adjust *1603-04: Park Orbit Recall Timer* (page 677) as required.
   - The recall for orbits 68 and 69 is fixed at five minutes.

2.	**Optionally set up System Park Orbit keys on an extension or DSS Console.**

1. To set up a System Park Orbit key on an extension:
   - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **04**.
   - In *2121-[01 to 24]: Feature Key Data* (page 758), enter the System Park Orbit (**60**-**69**).
2. To set up a System Park Orbit key on a DSS Console:
   - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **04**.
   - In *2402-[01-60]: DSS Console Key Data* (page 801), enter the System Park Orbit (**60**-**69**).

Other Related Features

Features

Direct Station Selection (DSS) Console (page 120)
   DSS Consoles can have Park keys.

Directed Call Pickup (page 129)
   Directed Call Pickup also allows an extension user to pick up a call at a co-worker's extension.

Park

Unanswered Park recalls divert to Key Ring.

If installed, Music on Hold plays to parked callers.

An extension user can Park their current call and answer the waiting call.

When an extension user with Ring No Answer/Busy Terminal Hunting to voice mail parks a call at a co-worker's extension, the call recalls to them if not picked up. If still unanswered, the call diverts to Key Ring.

IntraMail Features

None

Operation

Park	In these instructions: [Super Display Soft Key] [Keyset Soft Key]		
To Park or retrieve a call in System Park Orbit:			
1.	Do one of the following.		
	a. (Park only)	**[Park]** **[Park]**	Select Park. • You cannot use this procedure to retrieve a parked call.
		[Sys] **[Orbit x]**	<u>22-Button and 34-Button Display</u> • Select System Park + Dial orbit number (**0**-**9**). <u>Super Display</u> • Select orbit (**Orbit 0 - Orbit 9**).
	b.	• Press **TRANSFER** and dial *****. • Dial the System Park Orbit (**60**-**69**).	
	c.	Press your Park key. • Your Park key winks on (green) for calls you Park and is on steady for calls your co-worker's Park. • The line/loop key for the parked call winks on (green) at your extension.	
2.	If a call in System Park Orbits recalls, you see one of the following.		
	a.	If the extension that parked the call doesn't have a name: **Park xx Recall** **STA 301**	
	b.	If the extension that parked the call has a programmed name: **Park xx Recall** **300: Attendant**	
To Park or retrieve a call in Personal Park Orbit:			
1.	Do one of the following.		
	a. (Park only)	**[Park]** **[Park]**	Select Park. • You cannot use this procedure to retrieve a parked call.
		[Pers] **[Personal]**	• Select Personal Park. • Dial the number of the extension at which you want to Park or retrieve the parked call.
	b.	• Press **TRANSFER** and dial ******. • Dial the number of the extension at which you want to Park the call. - The line/loop key for the parked call winks on (green) at your extension.	

Park	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
2. If a call in Personal Park recalls, you see one of the following.	
a. If the extension that parked the call doesn't have a name: **Personal Park Recall** **STA 301**	
b. If the extension that parked the call has a programmed name: **Personal Park Recall** **300: Attendant**	

PBX / Centrex Compatibility

Description

The DSX provides unique features when connected to a PBX or Centrex.

PBX/Centrex Access Codes

PBX Access Codes are the digits PBX extension users must dial to obtain outside lines. When the DSX is installed behind a PBX, users must dial these codes *before* the digits for their outside call. For example, if the PBX access code is 98, and the DSX user wants to reach 203-926-5400, they must dial 98-1-203-926-5400. Normally, DSX Toll Restriction and Forced Account Codes are applied to the digits dialed *after* the PBX Access Code. This is because any call dialed without the PBX access code is an *internal* PBX call, and usually won't require the restrictions imposed by Forced Account Codes and Toll Restriction.

To keep track of valid PBX Access Codes, DSX allows you to enter up to 10 PBX access codes in the PBX Access Codes Table. Each code is either 1 or 2 digits long, using the digits 0-9 and #. You can use the * character as a wild card, which can be entered in any position in the PBX Access Codes Table. A wild card allows the user to dial any digit in that position. For example, the entry 7* represents entries 70, 71, 72, etc.

In addition to entering codes in the PBX Access Codes Table, you must also indicate in programming which DSX lines are PBX lines (i.e., connected to the PBX - not the Central Office).

PBX/Centrex Access Codes and Toll Restriction

The following occurs if a DSX line is programmed as a PBX line and access codes are properly entered in the PBX Access Codes Table (see Programming below):

- If an extension user seizes the line and dials a number *without* a valid PBX access code, DSX assumes the call is an internal PBX call and allows it without restriction.

- If an extension user seizes the line and dials a number preceded by a valid PBX access code, DSX enforces Toll Restriction based on the digits following the PBX access code.

PBX/Centrex Access Codes and Account Codes

Forced Account Codes for All Calls

If Forced Account Codes for All Calls is enabled, and Forced Account Codes are enabled for the line, the system always requires Account Code entry on PBX lines.

Forced Account Codes for Toll Calls Only

If Forced Account Codes for Toll Calls Only is enabled, the line is programmed as a PBX line, access codes are properly entered in the PBX Access Codes Table, *and* Forced Account Codes are enabled for the line:

- If an extension user:
  - Seizes the line.
  - Dials a number *without* a valid PBX access code.

  DSX assumes the call is an internal PBX call and does not require the user to enter an Account Code for the call.

If *1551-04: Account Code Toll Restriction Level* = 1-7

- If an extension user:
  - Seizes the line,
  - Dials a valid PBX Access Code,
  - Dials a number restricted by the Toll Level specified,

  DSX requires the user to enter an Account Code for the call.

If *1551-04: Account Code Toll Restriction Level* = 0

❧ If an extension user:
  - Seizes the line,
  - Dials a valid PBX Access Code,
  - Dials a number that begins with 0 or 1,
  DSX requires the user to enter an Account Code for the call.

PBX/Centrex Access Codes and SMDR

The following occurs if a DSX line is programmed as a PBX line and access codes are properly entered in the PBX Access Codes Table:

❧ If an extension user dials a call that includes a valid PBX Access Code, the entire number dialed is printed in the Number Dialed column and OUT is printed in the Type column (indicating that the call is an outgoing call).

❧ If an extension user dials a call that does not include a valid PBX Access Code, the entire number dialed is printed in the Number Dialed column and PBX is printed in the Type column (indicating that the calls is an internal PBX call).

Conditions
• None

Default Setting
• No PBX/Centrex Access Codes programmed.

Programming

1.	**Specify which lines are PBX lines.**

1. In *3101-04: PBX Line* (page 811), enter **Yes**.
   - A line will only use the PBX Access Codes Table in step 2 if it is programmed as a PBX line.

2.	**Enter PBX access codes into the PBX Access Codes Table.**

1. In *3401-01: PBX Access Code Digits* (page 838), enter the PBX access codes.
   - You can enter up to 10 PBX Access Codes.
   - Each code is either 1 or 2 digits long, using digits 0-9 and #.
   - You can use * as a wild card character that can be entered in any position.

Other Related Features

Features
Speed Dial (page 315)
   Speed Dial offers unique compatibility with connected Centrex services.
IntraMail Features
None

Operation

Operation is automatic when the feature is enabled in programming.

PC Program (System Administrator)

Description

Use your PC or laptop to program the system remotely or while on-site.
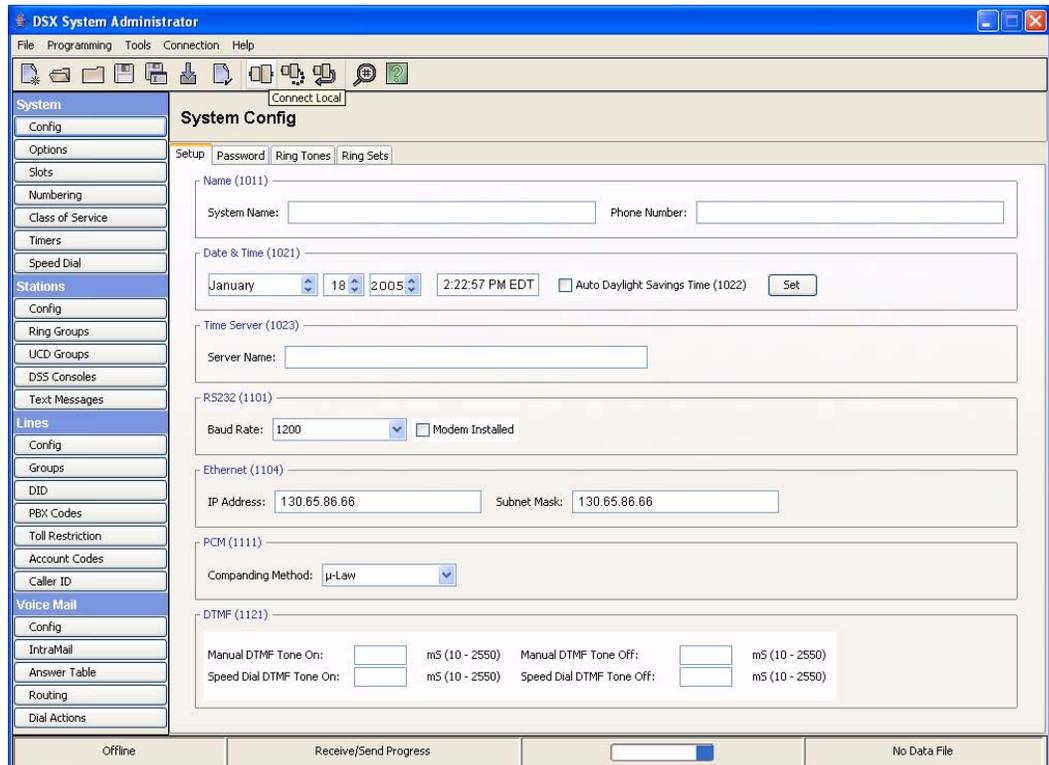
The PC Program is a Windows™-based application you can use for programming the telephone system and maintaining site databases, instead of using the conventional telephone programming. The PC Program provides:

- **On-Line Programming (Direct Connection)**
  With the PC connected to the telephone system's serial USB, or Ethernet port, you can make immediate changes to the telephone system programming. While connected, the PC Program also allows you to save your new data to a file on the PC hard disk, or upload a "template" database from your PC to the system.

- **Remote Programming**
  Using an IP or modem connection between your PC and the remote system, you can customize a customer's system without leaving your office. Specify what is required for IP and modem connections.

- **Off-Line Programming**
  With Off-Line Programming, the PC Program allows you to set up a database on your PC off line, connect to the telephone system, and upload the entire custom configuration.

- **Database Save and Restore**
  Use the PC Program to save a site's data to your PC hard disk. You can easily restore the saved data later on, if required.

The PC Program has the following requirements:

- Windows NT, 2000, XP and above.
- P330 with 128 MB RAM.
- 256 color 800 x 600 display (1240 x 1024 optimal).
- Do not use large fonts.
- 40 mBytes of available hard disk space.

Conditions
- N/A

Default Setting
- N/A

Programming

N/A

Other Related Features

N/A

Operation

Refer to the *PC Program User's Guide*.

Prime Line Preference

Description

Get dial tone for a new outside or Intercom call just by lifting the handset.

Prime Line Preference allows an extension user to place or answer a call by just lifting the handset. The user does not have to press a line key, loop key, or the **INTERCOM** key first. This simplifies handling calls. In programming, you designate a line key, loop key, the **INTERCOM** key, a line, or a Line Group as the extension's Prime Line. With a line key, loop key, line, or Line Group, the associated line (or lines) becomes your Prime Line. With the **INTERCOM** key, you get Intercom dial tone when you lift the handset. Any number of extensions can have the same Prime Line assignment.

There are two types of Prime Line Preference: Idle Prime Line and Intercom Prime Line.

Idle Prime Line

Idle Prime Line lets a user place or answer a Prime Line call by just lifting the handset. An extension's Idle Prime Line can be any line or Line Group, regardless of whether the extension has a line or loop key for the line or group.

Idle Prime Line to any line or Line Group is also available at single line telephones.

Intercom Prime Line

With Intercom Prime Line, an idle extension user hears Intercom dial tone whenever they lift the handset or press **SPEAKER**. Intercom Prime Line may help the extension user that most often uses Intercom functions or calls co-workers. If an extension's Busy Lamp Field is disabled (which is the default), the Feature Keys do not go into the DSS mode when the user lifts the handset.

Prime Line vs. Ringing Line Preference

Ringing Line Preference has priority over Prime Line. For example, an extension with Ringing Line Preference will answer a ringing line, not get dial tone on their Prime Line. In addition, a Ringing Prime Line will have priority over any other ringing line. The seize priority is as follows:
- Ringing Prime Line
- Ringing non-Prime Line
- Prime Line

Conditions
- None

Default Setting
- Intercom Prime Line enabled.

Programming

1.	**Set an extension's Prime Line type.**

1. For key:
   - In *2114-01: Prime Line Type* (page 741), enter **1**.
   - In *2114-01: Prime Line Key* (page 741), enter the number of a line or loop key:
     1-14 for Feature Keys 1-24.
     00 for **INTERCOM**.
   - This option is not available to single line telephones.

2. For line:
   - In *2114-01: Prime Line Type* (page 741), enter **2**.
   - In *2114-01: Prime Line Line* (page 741), enter the line number (**1**-**64**).
   - This option is also available to single line telephones.

3. For Line Group:
   - In *2114-01: Prime Line Type* (page 741), enter **3**.
   - In *2114-01: Prime Line Group* (page 742), enter the group number (**90**-**98**).
   - This option is also available to single line telephones.

4. To disable Prime Line:
   - In *2114-01: Prime Line Type* (page 741), enter **0**.

Other Related Features

Features

Direct Inward Line (page 109)

If an extension's Prime Line is another extension's DIL, lifting the handset will answer the call even though it does not ring the phone.

Direct Station Selection (DSS) (page 117)

With Intercom Prime Line, an idle extension user hears Intercom dial tone whenever they lift the handset or press **SPEAKER**. Since each extension's Busy Lamp Field is disabled by default, the Feature Keys do not go into the DSS mode when the user lifts the handset.

Single Line Telephones (page 305)

Single line telephones can use Prime Line Preference.

Ringing Line Preference (page 295)

Ringing Line Preference has priority over Prime Line. For example, an extension with Ringing Line Preference will answer a ringing line, not get dial tone on their Prime Line.

IntraMail Features

None

Prime Line Preference

Operation

<table>
<tr>
<td colspan="2">Using Prime Line Preference</td>
<td><u>In these instructions:</u>
[Super Display Soft Key]
[Keyset Soft Key]</td>
</tr>
<tr>
<td colspan="3">To place a call on your Prime Line:</td>
</tr>
<tr>
<td>1.</td>
<td colspan="2">Lift the handset.
• To bypass your prime line, press another key (such as a line or loop key) before lifting the handset.</td>
</tr>
<tr>
<td>2.</td>
<td colspan="2">Dial call normally.</td>
</tr>
</table>

User Programmable Feature

<table>
<tr>
<td colspan="4">Changing your Prime Line Assignment</td>
</tr>
<tr>
<td>Feature</td>
<td>Mnemonic</td>
<td>Operation</td>
<td>Access Level</td>
</tr>
<tr>
<td>Prime Line Preference</td>
<td>#PLA
(#752)</td>
<td>#PLA + Press one of your flashing programmable keys,
INTERCOM, or CLEAR for none + SPEAKER to exit.</td>
<td>3-5</td>
</tr>
</table>

Description

Use Privacy to prevent interruptions at high priority extensions.

An extension with Privacy blocks incoming Barge In attempts and Call Waiting (Camp-On) signals. Privacy helps extension users that don't want their conversations interrupted.

Note that if an extension with Privacy *enabled* is on a call with an extension with Privacy *disabled*, they are still subject to Barge In attempts and Call Waiting signals to the non-private extension.

Conditions
- None

Default Setting
- Privacy disabled in an extension's Class of Service.

Programming

1.	**Should an extension have Privacy?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1401-03: Privacy* (page 628) enter **Yes**.
3. If no, in *1401-03: Privacy* (page 628) enter **No**.

Other Related Features

Features

Attendant Position (page 24)
Since the attendant is never busy for Intercom calls, the attendant always has Privacy enabled.

Call Waiting / Camp-On (page 58)
Privacy blocks Camp-On beeps.

Barge In (Intrusion) (page 36)
Privacy blocks Barge In attempts.

Monitor / Silent Monitor (page 243)
Privacy blocks Monitor attempts.

Off-Hook Signaling (page 255)
Privacy does not block off-hook ringing.

Privacy Release Groups (page 278)
There is no interaction between Privacy and Privacy Release Groups.

Voice Over (page 385)
Privacy does not block Voice Over.

IntraMail Features

None

Operation

None

Privacy Release Groups

Description

Quickly join in a co-worker's outside call.

You can program extensions into Privacy Release Groups to simplify sharing outside calls. Co-workers in the same Privacy Release Group can easily join another group member's outside call just by pressing the busy line -key. The co-worker immediately joins in unannounced and uninvited. Privacy Release Groups are a quick alternative to Conference where control over the Conference is not required. In a Customer Service group, for example, a supervisor could just press a busy line key to monitor any agent's call.

If desired, an extension user can prevent other members of their Privacy Release Group from interrupting their active call. This ensures that group members will not interrupt confidential calls.

Any number of extensions can be in the same Privacy Release Group. However, an extension can only be in a single group. Members of the Group must have line keys and access to the lines they want to share.

Privacy Release Groups utilizes a Conference circuit. The following table shows the Conference capacities:

Description	Capacity
Conference circuits	32
Maximum simultaneous users in Conference (total of all Conferences system-wide)	32
Maximum simultaneous conferences	8
Maximum parties in any one Conference (lines and/or extensions)	8

The system's 32 Conference circuits are dynamically allocated as users request them.

Privacy Release Guard Timer

The system provides a guard timer that prevents an extension user from inadvertently placing a Privacy Release Conference on Hold. When an extension user with privacy released presses a line key to join a Conference, the system starts a 3 second guard timer. During this interval, if the initial extension on the call presses **HOLD**, they will drop out of the 3-party call. This prevents an extension user, who is trying to extend a call to a co-worker, from inadvertently putting a Privacy Release Conference on Hold by pressing **HOLD**.

Conditions
• None

Default Setting
• No Privacy Release groups assigned.

Programming

1.	Should an extension be in a Privacy Release Group?

1. If yes:
  - In *2113-04: Privacy Group* (page 740), enter the Privacy Release Group number (**1**-**16**).
  - Make sure the group members have line keys for the lines they want to share.
  - In *2131-[01-64]: Line Access* (page 763), assign access to the lines group members should share:
    - **0** for no access
    - **1** for incoming access only
    - **2** for outgoing access onl.
    - **3** for full access

2. If no:
  - In *2113-04: Privacy Group* (page 740) enter **0**.

Other Related Features

Features
Privacy (page 277)
> There is no interaction between Privacy and Privacy Release Groups.

The following features also allow different types of multiple party calls:
- *Barge In (Intrusion)* (page 36)
- *Conference* (page 89)
- *Group Listen* (page 187)
- *Meet-Me Conference* (page 236)
- *Tandem Calls / Unsupervised Conference* (page 341)

IntraMail Features
None

Operation

Using Privacy Release Groups	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To join an outside call with a member of your Privacy Release group:	
1.	Look for the busy line key. • The busy line key is on (green) at your extension; on (orange) at the co-worker that initially placed or answered the call.
2.	Press the line key. • Your line key goes on (green) when you join the call. • You can also press a line key on your DSS Console.
To prevent a member of you Privacy Release Group from joining your call:	
1.	Place or answer an outside call on a line key. • Your line key goes on (orange)
2.	Press the line key. • Your line key goes on (green)
3.	Repeat step 2 to allow or prevent users from joining the call.

Private Line

Description

You can have a line reserved exclusively for your own use.

A Private Line is a line reserved for a keyset for placing and answering calls. A user with a Private Line knows when important calls are for them. Additionally, the user has their own line for placing calls that is not available to others in the system.

There are three types of Private Lines:

❖ **Incoming Only**
The keyset has a Private Line only for incoming calls. The user cannot place a call on the Private Line. A customer service representative may want an incoming only Private Line to be sure customers can always get through.

❖ **Outgoing Only**
The keyset has a Private Line only for outgoing calls. The Private Line does not ring for incoming calls. A service dispatcher may want an outgoing only Private Line so they can always get in touch with field technicians.

❖ **Both Ways**
The keyset has a Private Line for both incoming and outgoing calls. An executive may want a both ways Private Line that is available only to them for placing and answering calls.

You can optionally set up shared Private Lines between a group of co-workers that work closely together.

Conditions
• None

Default Setting
• No Private Lines programmed.

Programming

1.	Should an extension have a non-shared (exclusive) or shared Private Line

1. For a non-shared (exclusive) Private Line:
- Make sure that only the Private Line "owner" extension has a line key for the Private Line.
- In *2131-[01-64]: Line Access* (page 763): assign the Private Line "owner" access to the line.
  - **1** for incoming access only
  - **2** for outgoing access only
  - **3** for full access
- Assign all other extensions no access (0) to the Private Line.

2. For a shared Private Line:
- Make sure that all the extensions that should share the Private Line have a line key for that line.
- In *2131-[01-64]: Line Access* (page 763), assign access to all extensions that should share the line.
  - **1** for incoming access only
  - **2** for outgoing access only
  - **3** for full access

2.	Should Private Line ring for incoming calls?

1. If yes:
   - In *2132-[01-64]: Line Ringing* (page 764) enter the type of ringing as required:
     - **1** for day and night ringing
     - **2** for night ringing only
     - **3** for delay ringing day and night
   - For delay ringing (option 4 only), in *1604-01: Delay Ring Timer* (page 678) adjust the Delay Ring timer as required.
2. If no:
   - In *2132-[01-64]: Line Ringing* (page 764) enter **0** (lamp only) for the Private Line.

Other Related Features

Features

The following features work normally for Private Lines.
- *Automatic Handsfree* (page 30)
- *Delayed Ringing* (page 95)
- *Group Ring* (page 189)
- *Hold* (page 202)
- *Last Number Redial* (page 219)
- *Night Service / Night Ring* (page 252)
- *Park* (page 266)
- *Prime Line Preference* (page 274)
- *Save Number Dialed* (page 298)
- *Speed Dial* (page 315)
- *Toll Restriction* (page 351)
- *Transfer* (page 358)

The following feature does not apply to Private Lines.
- *Call Forwarding* (page 44)
  If you want to be able to forward a private line, consider setting up a Direct Inward Line.

IntraMail Features

None

Operation

Using your Private Line	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To answer an incoming call on your Private Line:	
1.	Look for your Private Line key flashing slowly (red).
2.	Lift the handset.
To place a call over your Private Line:	
1.	Press your Private Line key. • The key will light on (green).
2.	Dial the outside number.

Features

Programmable Idle Menu Soft Keys (Super Display)

Description

Customize the Super Display Telephone idle menu soft keys to exactly meet the user's needs.

The Super Display Telephone idle menu soft keys are customizable in system programming and by the extension user. This allows the idle mode display to be tailored to meet the needs of each Super Display Telephone user. The first chart below shows the default idle menu soft key assignments. The second chart shows all the available idle mode soft keys, their definitions, and the related programming codes.

Super Display Telephone Default Idle Menu Soft Key Assignments			
Key	**Display**	**Display**	**Key**
1	**Directory**	(Blank)	7
2	**Program**	(Blank)	8
3	**V-Mail --**	(Blank)	9
4	**Calls --**	**SP Dial 1**	10
5	**Page**	**SP Dial 2**	11
6	(Blank)	(Blank)	12

Super Display Telephone Idle Menu Soft Key Options (Page 1 of 2)		
Entry	**Display**	**Description**
00	**UNDEFINED**	The key has no function and the idle menu display is blank.
01	**Directory**	Press to access additional soft keys for Intercom, System Speed Dial, and Personal Speed Dial Directory Dialing.
02	**Extension**	Press to directly access Intercom Directory Dialing.
03	**Personal**	Press to directly access Personal Speed Dial Directory Dialing.
04	**Company**	Press to directly access System Speed Dial Directory Dialing.
05	**Program**	Press to program the following: • Call Forwarding • Call Screening • Distinctive Ringing • Handsfree Reply • Intercom Voice Announce and Forced Intercom Ringing • Language Selection • Name Programming • Speed Dial • Volume for Ringing, Off-Hook Ringing, and Page
06	**V-Mail**	Press to call your voice mail mailbox. This soft key also shows the number of new messages in your mailbox.
07	**Calls**	Press to review your Caller ID log. This soft key also shows the number of new calls you have not yet reviewed.
08	**Page**	Press to initiate a Page announcement.
09	**SP Dial 1**	Press to access Personal Speed Dial bins 701-710. The display shows the Speed Dial numbers (or names - if programmed).

Super Display Telephone Idle Menu Soft Key Options (Page 2 of 2)		
Entry	**Display**	**Description**
10	**SP Dial 2**	Press to access Personal Speed Dial bins 711-720. The display shows the Speed Dial number (or name - if programmed).
11-30	**PERS SPDL BIN 1-20**	Press to access the associated Personal Speed Dial bin (701-720). The display shows the Speed Dial number (or name - if programmed).

Conditions
- Idle Menu Soft Keys are only available at Super Display telephones.
- When an extension's soft keys are customized, the user must take some action at the telephone (such as lifting and replacing the handset) before the change takes effect.

Default Setting
- See the *Super Display Telephone Default Idle Menu Soft Key Assignments* chart on the previous page.

Programming

1.	**Customize the Super Display Programmable Idle Menu Soft Keys from system programming.**

   1. In *2124-[01-12]: Idle Menu Soft Key Assignments (Super Display)* (page 761), customize the idle menu soft keys as required.

Other Related Features

Features

User Programmable Features (page 368)

     A Super Display Telephone user can assign their own idle menu soft keys. Also see *Feature Operation* on the next page.

IntraMail Features

     None

Programmable Idle Menu Soft Keys (Super Display)

Operation

Customizing your Idle Menu Soft keys (Super Display Only)		In these instructions: [Super Display Soft Key]
To customize your idle menu soft keys:		
1.	Do not press any keys and do not lift the handset.	
2.	Dial **#SM** (#76). • You see **KEY NUMBER?1**.	
3.	Do one of the following.	
	a.	Press the soft key you want to program.
	b.	Press **Volume Up** or **Volume Down** to scroll through the keys.
4.	Press **HOLD**.	
5.	Do one of the following.	
	a.	Enter the key option code from the *Super Display Telephone Idle Menu Softy Key Options* chart.
	b.	• Press **INTERCOM**. • Press **Volume Up** or **Volume Down** to select the key option.
6.	Press **HOLD**.	
7.	Do one of the following.	
	a.	Select another key to program.
	b.	Press **SPEAKER** to exit.

User Programmable Feature

Customizing your Idle Menu Soft Keys			
Feature	**Mnemonic**	**Operation**	**Access Level**
Programmable Idle Menu Soft Keys (Super Display)	**#SM (#76)**	**#SM** + Press the soft key you want to program (or press **Volume Up** or **Volume Down** to scroll through the keys) + **HOLD** + **INTERCOM** + **Volume Up** or **Volume Down** to select key option + **HOLD** + **SPEAKER** to exit.	1-5

Description

Use special services (such as telephone banking) over dial pulse lines.

An extension can use Pulse to Tone Conversion while placing an outside call to change the dialing mode from dial pulse to DTMF. For a system in a dial pulse area, this permits users to access DTMF services (such as telephone banking) from their DP area. Pulse to tone conversion also helps dial pulse callers use another company's automated attendant dialing options. The user can, for example:

❧ Place a call to their bank over a DP line.

❧ After the banking service answers, wait 6 seconds. (The system automatically converts dialing to DTMF.)

❧ Dial additional banking options.

Refer to *Central Office Calls, Answering* (page 74) and *Central Office Calls, Placing* (page 78) for the specifics on setting up your outside calling.

Conditions
• None

Default Setting
• Pulse to Tone Conversion always enabled for dial pulse lines.

Programming

1.	Set up your dial pulse lines.

1. In *3101-01: Line Type* (page 809) enter the connected line's type.

2. In *3101-03: DTMF Dialing* (page 811), enter **0**.

Other Related Features

Features

Single Line Telephones (page 305)
    The system does not provide Pulse to Tone Conversion for SLTs. The conversion must be switched manually from the telephone.

Speed Dial (page 315)
    If a Speed Dial number using a dial pulse line contains a pause, the digits following the pause automatically dial out as DTMF.

IntraMail Features

    None

Operation

Converting Dialing from DP to DTMF	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To convert your telephone's dialing to DTMF after placing your call on a DP line:	

1.	Dial the initial digits for the call.
2.	Wait six seconds.
3.	Dial additional digits. • The additional digits dial out as DTMF.

Regional Defaults

Description

The system is compatible with both North American and Latin American applications.

Use the Regional Defaults capability to switch your system from the North American mode to the Latin American mode. Switching your system to the Latin American mode makes the following changes:

❧ The default language in programming, SMDR, and all telephone displays is Spanish. See the following for more:
- *Language Selection* (page 217).
- *Station Message Detail Recording* (page 328).

❧ The Latin American Toll Restriction options are enabled. This is set up when you initialize each Toll Restriction Table. For more, see:
- *Toll Restriction* (page 351).

> *Only use these options if your system is installed in Latin America.*

Conditions
- None

Default Setting
- System is enabled for North American installations.

Programming

See *Description* above.

Other Related Features

Features

Language Selection (page 217)
Optionally switch all telephone displays to Spanish.

Station Message Detail Recording (page 328)
Optionally enable the Spanish SMDR header and Call Type data.

Toll Restriction (page 351)
Optionally initialize each Toll Restriction Table for Latin American. ***Latin American Toll Restriction is not included in this manual.***

IntraMail Features

None

Operation

None

Description

Temporarily remove problem extensions and lines from service until they can be repaired.

Supervisors and attendants can remove problem lines and extensions from service. This helps ensure maximum system performance. For example, the attendant can busy-out a noisy line or problem extension until service personnel can repair the problem. The line or extension the appears busy to all callers. Following repair, the attendant or supervisor can return the line to service.

The extension or line removed from service shows as busy on the appropriate key (e.g., line key or Hotline key).

Conditions
- None

Default Setting
- Enabled for the attendant (COS 1).
- Disabled at all other extensions (COS 2-15).

Programming

1. **Enable Direct Line Access for all extensions that should be able remove lines and extensions from service.**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1402-06: Direct Line Access* (page 634) enter **Yes**.
3. If no, in *1402-06: Direct Line Access* (page 634) enter **No**.

Other Related Features

Features

Attendant Position (page 24)
Normally, system attendants should have the ability to remove lines and extensions from service.

Call Forwarding (page 44)
If Call Forwarding is enabled at an extension when it is removed from service, it is reinstated when the extension is returned to service.

Direct Line Access (page 115)
An extension user with Direct Line Access can remove lines from service.

Selectable Display Messaging (page 300)
Removing and returning an extension to service does not cancel an extension's Selectable Display Messaging.

IntraMail Features

None

Removing Lines and Extensions from Service

Operation

Removing Lines and Extensions from Service		**In these instructions:** [Super Display Soft Key] [Keyset Soft Key]
To remove or return an extension or line to service:		
1.	Press **INTERCOM**.	
2.	Dial **#40**.	
3.	Do one of the following.	
	a.	Dial the number of the extension you want to remove or return to service (e.g., 302).
	b.	Dial the extension number of the line you want to remove from service (e.g., 101 for line 1).
4.	Do one of the following.	
	a.	Dial **4** to return the line or extension to service.
	b.	Dial **6** to remove the line or extension from service. • At the extension removed from service, you see **Out of Service**. • The line key for a line removed from service will be on (red).
5.	Press **SPEAKER** to hang up.	

Description

Privately call a co-worker while you're busy on your handset.

While on a handset call, Reverse Voice Over lets a busy keyset user make a private Intercom call to an idle co-worker. The busy user just presses and holds down a programmed Reverse Voice Over key to make a private call to the assigned co-worker. The initial caller cannot hear the Reverse Voice Over conversation. The private Intercom call continues until the Reverse Voice Over caller releases the key again. The initial handset call can be an outside call or an Intercom call. An extension can have Reverse Voice Over keys for more than one co-worker.

Reverse Voice Over could help a salesperson, for example, when placing a call to an important client. The salesperson can talk with the client and give special instructions to an assistant — without interrupting the initial call.

When the keyset is idle, the Reverse Voice Over key functions the same as a Hotline key. The key also shows at a glance the status of the associated extension:

Reverse Voice Over Busy Lamp Indications	
When the key is:	**The covered extension is:**
Off	Idle or not installed
On	Busy or ringing
Medium Flash	Assigned extension is in DND for outside calls (option 1)
Fast Flash	Assigned extension is in DND for Intercom calls (option 2) or All Calls (option 3)

Reverse Voice Over uses a system Conference circuit while it is active. The following table shows the system's Conference capacities:

Description	Capacity
Conference circuits	32
Maximum simultaneous users in Conference (total of all Conferences system-wide)	32
Maximum simultaneous conferences	8
Maximum parties in any one Conference (lines and/or extensions)	8

The system's 32 Conference circuits are dynamically allocated as users request them.

Conditions
• None

Default Setting
• No Reverse Voice Over keys assigned.

Reverse Voice Over

Programming

1.	To set up Reverse Voice Over keys on an extension:

1. In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **23**.
2. In *2121-[01 to 24]: Feature Key Data* (page 758), enter the Reverse Voice Over partner's extension number.

Other Related Features

Features

Conference (page 89)
  An extension user cannot add an incoming Reverse Voice Over call to a Conference.

Direct Station Selection (DSS) Console (page 120)
  A DSS Console can not have a Reverse Voice Over key.

Do Not Disturb (page 143)
  DND does not block Reverse Voice Over.

Hold (page 202)
  An extension cannot put an incoming Reverse Voice Over call on Hold.

Transfer (page 358)
  While idle, an extension user can use their Reverse Voice Over key to Transfer calls.

IntraMail Features

None

Operation

<table>
<tr><td colspan="2">Using Reverse Voice Over</td><td><u>In these instructions:</u>
[Super Display Soft Key]
[Keyset Soft Key]</td></tr>
<tr><td colspan="3">To place a call using Reverse Voice Over:</td></tr>
<tr><td>1.</td><td colspan="2">While on a handset call, press and hold your Reverse Voice Over key.
• You hear two beeps, then you can talk to your co-worker.
• The key lights red as you press it.</td></tr>
<tr><td colspan="3"></td></tr>
<tr><td colspan="3">To return to your initial caller:</td></tr>
<tr><td>1.</td><td colspan="2">Release your Reverse Voice Over key.
• The key goes out.</td></tr>
<tr><td colspan="3"></td></tr>
<tr><td colspan="3">To place a call to your Reverse Voice Over partner:</td></tr>
<tr><td>1.</td><td colspan="2">While your telephone is idle, press your Reverse Voice Over key.
• You hear two beeps, then you can talk to your co-worker. (Optionally lift handset for privacy.)
• The key lights green.</td></tr>
<tr><td colspan="3"></td></tr>
<tr><td colspan="3">To Transfer a call using your Reverse Voice Over key:</td></tr>
<tr><td>1.</td><td colspan="2">While on a call, press TRANSFER.</td></tr>
<tr><td>2.</td><td colspan="2">Press your Reverse Voice Over key.</td></tr>
<tr><td>3.</td><td colspan="2">Do one of the following.</td></tr>
<tr><td></td><td>a.</td><td>• Announce the call to make a Screened Transfer.
• Hang up.</td></tr>
<tr><td></td><td>b.</td><td>Press the flashing line key to return to the call if your co-worker doesn't want it.</td></tr>
<tr><td></td><td>c.</td><td>Hang up to send the call through unscreened.
• The call will recall to you if unanswered at the destination. If you don't answer the recall, it diverts to Key Ring.</td></tr>
</table>

Ring Groups

Description

Available. See *Group Ring* (page 189).

Description

Call another extension, group or voice mail just by lifting the handset.

A Ringdown Extension automatically calls a co-worker, voice mail, a Ring Group, a UCD Group, or a Speed Dial number when the user lifts the handset. The call automatically goes through — there is no need for the user to dial digits or press additional keys. Ringdown extensions are frequently used for lobby phones, where the caller just lifts the handset to get the information desk.

Conditions
- None

Default Setting
- Ringdown disabled.

Programming

1. | **Optionally set an extension's Ringdown destination.**

1. In *2114-02: Station Ring Down Type* (page 743), set the extension's Ringdown type.
- **0** for none
- **1** for extension
- **2** for Personal Speed Dial
- **3** for System Speed Dial

2. In *2114-02: Station Ring Down Destination* (page 743), enter the Ringdown destination. The choices are:
- Telephone extension number (***not*** a line's extension number).
- Voice mail, UCD Group, or Ring Group master number.
- System or Personal Speed Dial number.

Other Related Features

Features

Intercom (page 211)

Ringdown Extension follows the voice-announce status of destination extension. For example, if an extension usually voice-announces Intercom calls, a ringdown to that extension will also voice-announce.

Ringing Line Preference (page 295)

Ringing Line Preference has precedence over Ringdown Extension. If Ringing Line Preference is ringing the phone, lifting the handset answers the call. Lifting the handset does not call the Ringdown destination.

Voice Mail (page 372)

If the Ringdown destination is the voice mail master number, the Ringdown Extension user hears the voice mail remote logon prompt ("*Please enter your mailbox number*") after the call connects.

IntraMail Features

None

Ringdown Extension

Operation

Using Ringdown	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To use the Ringdown extension:	
1.	Lift the handset or press **SPEAKER**.
To bypass Ringdown:	
1.	Press **INTERCOM**, a line/loop key, or a Feature Key before lifting the handset or pressing **SPEAKER**.

Description

Simply lift the handset to answer a ringing call.

Ringing Line Preference lets a keyset user answer a ringing call by just lifting the handset. For a user that primarily answers calls, Ringing Line Preference ensures that ringing calls have priority. The tables below show the interaction between Ringing Line Preference and other features for both handset and headset calls.

Feature	Keyset		Attendant	
	RLP = Y	**RLP = N**	**RLP = Y**	**RLP = N**
	Does lifting the handset answer the ringing call?			
Intercom (page 211) Ringing Intercom calls	Yes	Yes	No[1]	No[1]
Key Ring (page 214) (Line/Loop Keys)	Yes	No	Yes	No
Transfer (page 358)	Yes	No	Yes	No
Direct Inward Line (page 109)	Yes	No	Yes	No
Group Ring (page 189)	Yes	Yes	N/A	N/A
Extension Hunting (page 154) (Call to UCD master)	Yes	Yes	No[1]	No
Call Coverage Keys (page 40)	No	No	No	No
Group Call Pickup (page 184)	No	No	No	No
[1]Ringing Line Preference will not answer a call ringing the Operator Call Key.				

Features

Ringing Line Preference

Feature	Keyset		Attendant	
	RLP = Y	RLP = N	RLP = Y	RLP = N
	Does pressing **SPEAKER** while in the Headset mode answer the ringing call?			
Intercom (page 211) Ringing Intercom calls	Yes	Yes	No[1]	No[1]
Key Ring (page 214) (Line/Loop Keys)	Yes	No	Yes	No
Transfer (page 358)	Yes	No	Yes	No
Direct Inward Line (page 109)	Yes	No	Yes	No
Group Ring (page 189)	Yes	Yes	N/A	N/A
Extension Hunting (page 154) (Call to UCD master)	Yes	Yes	No[1]	No[1]
Call Coverage Keys (page 40)	No	No	No	No
Group Call Pickup (page 184)	No	No	No	No
[1]Ringing Line Preference will not answer a call ringing the Operator Call Key.				

When multiple calls ring an extension simultaneously, the system services the ringing calls in the following order:

1. **INTERCOM** Key
2. Line Key (from lowest to highest)
3. Loop Key (from lowest to highest)

In addition, if two extensions with Ringing Line Preference answer the same outside call simultaneously, the system connects the call to the lowest numbered extension.

Prime Line vs. Ringing Line Preference

Ringing Line Preference has priority over Prime Line. For example, an extension with Ringing Line Preference will answer a ringing line, not get dial tone on their Prime Line. In addition, a ringing Prime Line will have priority over any other ringing line. The seize priority is as follows:

❖ Ringing Prime Line

❖ Ringing non-Prime Line

❖ Prime Line

Conditions
• None

Default Setting
• Enabled

Programming

1.	To enable Ringing Line Preference for the extension:

1. In *2111-04: Ringing Line Preference* (page 732), enter **Yes**.

Other Related Features

Features

Attendant Call Queuing (page 22)

Ringing Line Preference will not answer a call ringing the Operator Call Key.

Intercom (page 211)

Ringing Line Preference answers a ringing Intercom call before a ringing outside call.

Prime Line Preference (page 274)

Prime Line Preference overrides Ringing Line Preference. For example, if you lift the handset while a call is ringing your phone, you seize your Prime Line instead of answering the ringing call.

Ringdown Extension (page 293)

Ringing Line Preference has precedence over Ringdown Extension. If Ringing Line Preference is ringing the phone, lifting the handset answers the call. Lifting the handset does not call the Ringdown destination.

IntraMail Features

None

Operation

Using Ringing Line Preference	**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
To use Ringing Line Preference:	
1. Lift the handset or press **SPEAKER**. • You automatically answer the call.	
To bypass Ringing Line Preference:	
1. Before lifting the handset or pressing **SPEAKER**, press one of the following instead: • **INTERCOM** • Line or loop key • Feature Key	

User Programmable Feature

Using Ringing Line Preference			
Feature	**Mnemonic**	**Operation**	**Access Level**
Ringing Line Preference	**#RLP** **(#757)**	**#RLP** + **Y** to enable or **N** to disable + **SPEAKER** to exit.	2-5

Save Number Dialed

Description

Save the number you just dialed for quick redialing.

Save Number Dialed permits an extension user to save their last outside number and easily redial it later on. For example, an extension user can recall a busy or unanswered number without manually dialing the digits. The system retains the saved number until the user stores a new one in its place.

Save Number Dialed saves in system memory a dialed number up to 20 digits. The system remembers the digits regardless of whether the call was answered, unanswered or busy. The system normally uses the same line as for the initial call. However, if that line is busy and is part of a Line Group, Save Number Dialed will automatically select the next line in the group.

Save Number Dialed requires a uniquely programmed Feature Key on the extension or DSS Console.

Conditions
- None

Default Setting
- No Save keys programmed.

Programming

1.	To set up a Save key on an extension:

1. In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **25**.
2. In *2121-[01 to 24]: Feature Key Data* (page 758), make no entry.

2.	To set up Save key on a DSS Console:

1. In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **25**.
2. In *2402-[01-60]: DSS Console Key Data* (page 801), make no entry.

Other Related Features

Features

Account Codes (page 14) and *Last Number Redial* (page 219)
   Last Number Redial and Save do not store Account Codes. This means that the user must manually enter an Account Code to have it included with a call dialed using Last Number Redial and Save.

Central Office Calls, Placing (page 78)
   Save an outside number, then easily redial it later on.

Direct Station Selection (DSS) Console (page 120)
   A DSS Console can have a Save key.

Last Number Redial (page 219)
   Last Number Redial also simplifies dialing important numbers.

Line Queuing / Line Callback (page 230)
   If an extension user presses their Save key and hears busy, they can dial 2 to wait in line for the line to become available. The system will automatically redial the call. However, if the user hangs up to convert the queue to a Line Callback, the system will not redial the saved call once the line connects.

Single Line Telephones (page 305)
   Save Number Dialed is not available to SLTs.

Toll Restriction (page 351)
   Save Number Dialed will not store a number denied by Toll Restriction.

IntraMail Features
> None

Operation

Using Save Number Dialed	**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
To save the outside number you just dialed (up to 32 digits):	
1. Press the Save Number Dialed key on your extension or DSS Console.	
To redial a saved number:	
1. (Optional) Press a line key to preselect a line key for the call.	
2. Press the Save Number Dialed key on your extension or DSS Console. • If you hear busy, you may be able to dial 2 and wait in line for the line to become free.	

Selectable Display Messaging

Description

While you're away from the phone, callers can receive personalized text messages you set up.

An extension user can select a pre programmed Selectable Display Message for their extension. Keyset callers see the selected message when they call the user's extension. Selectable Display Messaging provides personalized text messaging. For example, an extension user could select the message "GONE FOR THE DAY." Any keyset user calling the extension would see the message. Other than displaying the message, the system puts the call though normally.

The are 16 Selectable Display Messages (01-16) set up in system programming. Messages 01-09 are preset by default, but can be changed to meet the site requirements. Messages 10-16 are initially undefined. Any message can be appended by the extension user. For example, a user could select message 09 (OUT UNTIL) and append the time they are expected back (e.g., 5:00). The total length of the message *plus* any user appended entries cannot exceed 18. Selectable Display Messages cannot begin with numbers.

Following are the 16 default Selectable Display Messages.

Option	Default
Message 01	CALL (plus 15 user entries)
Message 02	BACK BY (plus 12 user entries)
Message 03	MEETING IN ROOM (plus 4 user entries)
Message 04	OUT TO LUNCH (plus 7 user entries)
Message 05	GONE FOR THE DAY (plus 3 user entries)
Message 06	ON VACATION (plus 8 user entries)
Message 07	ON BUSINESS TRIP (plus 3 user entries)
Message 08	IN A MEETING (plus 7 user entries)
Message 09	OUT UNTIL (plus 10 user entries)
Message 10	Undefined (up to 20 characters)
Message 11	Undefined (up to 20 characters)
Message 12	Undefined (up to 20 characters)
Message 13	Undefined (up to 20 characters)
Message 14	Undefined (up to 20 characters)
Message 15	Undefined (up to 20 characters)
Message 16	Undefined (up to 20 characters)

Conditions
- None

Default Setting
- See the table above.

Programming

1.	**Should extension be able to enable Selectable Display Messaging?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1406-02: Internal Call Forwarding* (page 643) enter **Yes**.
3. If no, in *1406-02: Internal Call Forwarding* (page 643) enter **No**.
   - *Disabling this option will disable all internal Call Forwarding for the extension.*

2.	**To change the default Selectable Display Messages or create new ones:**

1. In *2501-[01-16]: Selectable Display Messages* (page 806), customize the Selectable Display Messages.

Other Related Features

Features

Call Forwarding (page 44)
> Enabling or canceling Call Forwarding cancels an extension's Selectable Display Messaging.

Removing Lines and Extensions from Service (page 287)
> Removing and returning an extension to service does not cancel an extension's Selectable Display Messaging.

Single Line Telephones (page 305)
> SLTs cannot use Selectable Display Messaging.

Speed Dial (page 315)
> Personal Speed Dial keys can store the codes that enable Selectable Display Messaging.

IntraMail Features

None

Selectable Display Messaging

Operation

Setting Up Selectable Display Messaging		**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
To select a Selectable Display Message:		
1.	Select the Call Forwarding options.	
	[Menu + Call Forward] **[Menu + Cfwd]**	Alternately do one of the following: • Press **INTERCOM** and dial ***3**. • Press your Call Forwarding Feature Key.
2.	Select Selectable Display Messaging.	
	[None] **[MORE + MORE + None]**	Select to cancel Call Forwarding and Selectable Display Messaging. • Alternately dial **0**.
	[Message] **[MORE + Msg]**	Select to set up Selectable Display Messaging. • Alternately dial **8**. • Skip to *Selectable Display Messaging* (page 300) for more.
3.	Do one of the following.	
	a.	Dial the message number (01-16).
	b.	Press **Volume Up** or **Volume Down** to scroll through the message numbers.
4.	Press **HOLD**. The selected message displays.	
5.	Do one of the following.	
	a.	Press **Volume Up** or **Volume Down** to scroll through the available messages.
	b.	Press **HOLD** to program or append the message text.
6.	Enter any additional digits. • The total of all digits and characters cannot exceed 20. • See the *Name Programming Chart* on the next page when entering additional data. • You cannot add additional digits to a blank (unprogrammed) message.	
7.	Press **HOLD**.	

Name Programming Chart

Key	Press a key the indicated number of times for desired character								
	1 Time	2 Times	3 Times	4 Times	5 Times	6 Times	7 Times	8 Times	9 Times
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								

After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.

Additional Name Programming Options

HOLD	Save name.
SPEAKER	Exit user name programming.
Volume Up	Scroll the cursor to the right.
Volume Down	Scroll the cursor to the left.
CLEAR	• While editing, clears character to the right. • At beginning of line, erases entire entry. • At end of line, becomes a backspace key
CHECK	Restore the previous entry,

Silent Monitor

Description

Available. See *Monitor / Silent Monitor* (page 243) for more.

Description

Connect analog devices such as single line telephones and fax machines to the system.

The system is compatible with 500 type (dial pulse) and 2500 type (DTMF) analog telephone devices. This includes on-premises single line telephones (SLTs), fax machines, and modems.

In DSX-40, SLTs connect to analog ports in the main equipment cabinet. In DSX-80/160, SLTs connect to SLIU PCBs. Each analog port provides power and ring voltage for the connected SLT. The analog ports use DTMF receivers. Each system provides 10 DTMF receivers that are shared by all connected analog ports.

Message Waiting

Both DSX-40 and DSX-80/160 support FSK Message Waiting lamps. DSX-80/160 also provides support for high voltage Message Waiting lamps – while DSX-40 does not.

Ringing For Incoming Calls

Single line extensions ring according to the settings in *2132-[01-64]: Line Ringing* (page 764). It is not necessary to assign single line sets to Ring Groups to make them ring for incoming calls; they follow Key Ring instead.

- In DSX-80/160 by default, the first 16 extensions (300-315) ring (option 2) for lines 1-12 and flash (option 1) for lines 13-64. All other extensions have lamp only (no ringing) for all lines.
- In DSX-40 by default, all extensions (including single line sets) have immediate ring for all lines.

Ringer Equivalence Number (REN) Considerations

DSX-40

Single line telephones assigned to Key Ring or the same Ring Group will ring simultaneously. This is also true for single line telephones connected to the same port. Since the Ringer Equivalence Numbers of connected single line telephones are cumulative, you must do the following:

- Add up the RENs of all connected single line telephones.
- Be sure the total REN does not exceed 4 on any single port *or* system-wide.

Note that a REN of 1 is normal for an industry standard 2500 set with electromechanical ringer. Many phones with electronic ringers have significantly lower RENs. Check the label on the bottom of each single line telephone for the REN value.

DSX-80/160

Single line telephones assigned to Key Ring or the same Ring Group ring in pairs according to their SLIU PCB port assignment. For example, ports 1 and 2 ring together, followed by 3 and 4, 5 and 6, and finally 7 and 8. If the system has more than one SLIU PCB installed, the respective port pairs ring simultaneously on each card (e.g., ports 1 and 2 ring simultaneously on each PCB). The SLIU provides the capability to support this ringing arrangement, and REN calculations are not required. In DSX-80/160, there *is not* a REN limitation.

Conditions
- Dial Pulse (500 type) single line telephones cannot access any features that require the user to dial # or *.
- The system provides a pool of 10 DTMF receivers that are dynamically allocated as required.

Default Setting
- See *Description* above.

Single Line Telephones

Programming

1.	Should the SLT extension follow the ringing pattern of the incoming line?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1403-02: Single Ring for Single Line Set* (page 635) enter **Yes**.
3. If no, in *1403-02: Single Ring for Single Line Set* (page 635) enter **No**.

2.	Does the SLT extension (such as an answering machine) require a loop disconnect signal?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1403-06: Loop Disconnect for Single Line Set* (page 636) enter **Yes**.
   - 0403-Drop Pulse Send and 0403-DTMF Detect don't exist in DSX. They were listed in DS but didn't do anything/
3. If no, in *1403-06: Loop Disconnect for Single Line Set* (page 636) enter **No**.

Other Related Features

Features

Background Music (page 34)
> Background Music is not available to single line telephones.

Conference (page 89)
> Single line telephones can use Conference.

Do Not Disturb (page 143)
> Single line telephones cannot use DND.

Flash (page 177)
> The Class of Service option *1403-01: Flash for Single Line Set* (page 635) allows you to enable or disable hookflash for analog single line extensions.

Handsfree and Handsfree Answerback (page 195)
> Single line telephones do not have Handsfree and Handsfree Answerback capability.

Headset Compatibility (page 198)
> Single line telephones do not have headset capability.

Intercom (page 211)
> All Intercom calls to single line telephones ring.

Last Number Redial (page 219)
> Last Number Redial is not available at single line telephones.

Paging (page 259)
> Single line telephones can make Paging announcements, but cannot receive Paging announcements.

Prime Line Preference (page 274)
> Single line telephones can use Prime Line Preference.

Save Number Dialed (page 298)
> Save Number Dialed is not available to single line telephones.

IntraMail Features

None

Operation

Barge In		
1.	Do one of the following.	
	a.	Call busy extension.
	b.	Dial the line extension number (e.g., 101) for Direct Line Access.
	c.	Dial **#9** + Line number for Line Dial-up.
	d.	Dial **9** for Line Group Access.
2.	Dial **4**.	
3.	Join the conversation in progress.	

Call Forwarding		
1.	Lift the handset and dial ***3**.	
2.	Do one of the following.	
	a.	Dial **0** for Cancel your extension's Call Forwarding.
	b.	Dial **2** for Call Forwarding Busy/No Answer.
	c.	Dial **4** for Call Forwarding Immediate.
	d.	Dial **6** for Call Forwarding No Answer.
3.	Dial destination extension, **0** for your operator, or voice mail master number.	
4.	Do one of the following.	
	a.	Dial **2** to forward all calls.
	b.	Dial **8** to forward just outside calls.
5.	Hang up.	

Single Line Telephones

Call Waiting / Camp-On	
1.	Call busy extension.
2.	Dial **2** but do not hang up. • If you hang up, the system converts your Camp-On to a Callback.
3.	Speak to your co-worker when they answer their Camp-On ring.

Callback	
1.	Call busy extension.
2.	Dial **2** and hang up. • Stay on the line without hanging up if you want to Camp-On instead.
3.	When Callback rings your phone, lift handset to answer.
4.	Speak to your co-worker when call goes through.

Central Office Calls, Answering	
1.	When your telephone rings, lift the handset.

Central Office Calls, Placing			
1.	Lift the handset.		
2.	Do one of the following.		
	a.	For Line Dial-Up:	
		i.	Dial **#9** followed by the line number (e.g., #901 for line 1).
	b.	For Direct Line Access:	
		i.	Dial **1** followed by the line number (e.g., 101 for line 1).
	c.	For Line Group Access:	
		i.	Dial the Line Group code (9 or 90-98).
3.	Dial the outside number.		

Conference	
1.	Establish Intercom or outside call.
2.	Hookflash and dial the extension or line you want to add/
3.	Hookflash and dial **#10** to set up the Conference. • If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit.
4.	Repeat steps 2 and 3 to add additional parties to your Conference.

Direct Line Access	
1.	Dial **1** plus the line number (e.g., 101 for line 1).

Direct Line Access	
2.	Dial outside number.

Directed Call Pickup	
1.	Lift the handset.
2.	Dial ******.
3.	Dial number of extension whose call you want to intercept. • To intercept a call ringing an attendant, dial the attendant's extension number (e.g., 300); not 0 or 01-04.

Door Box	
To place a call to the Door Box:	
1.	Lift the handset.
2.	Dial the Door Box extension number.
To answer the Door Box ringing:	
1.	Lift the handset. • Door Box chimes are not available at single line telephones.
To control the relay which in turn controls the Door Box strike:	
1.	Place or answer the Door Box call.
2.	To open the relay, hookflash.
3.	To close the relay, hookflash.

Flash	
1.	Place or answer an outside call.
2.	Hooflash and dial **#3**. • When you hear CO/PBX/Centrex dial tone, dial a new call or use other features provided externally by the connected service.

Forced Line Disconnect	
1.	Lift the handset.
2.	Dial the line's Direct Line Access code (e.g., 101 for line 1).
3.	Dial **#** to disconnect the line. • You hear Intercom dial tone. To place a call on the line, dial a line access code and then dial the number.

Single Line Telephones

Group Call Pickup

1.	Lift the handset.
2.	Dial *#.

Hold

To retrieve a line on System Hold at a co-worker's extension:

1.	Lift the handset.
2.	Dial ***4**.
3.	Dial the number of the line that is on Hold (e.g., 01 for line 1).

To place a call on Exclusive Hold:

1.	Hookflash and dial ***7**.
2.	Hang up. • If the call is left on Exclusive Hold too long, it will recall to you. • If you hang up without first dialing ***7**, the call will recall immediately. • If you previously placed a call on Exclusive Hold or have a camped-on call waiting, dialing *7 will answer the waiting call. See *Split* for more.

To retrieve a call from Exclusive Hold:

1.	Hookflash and dial ***7**.

Intercom

To place an Intercom call:

1.	Lift the handset.
2.	Dial the extension number. • To call the operator, dial the operator s extension number or dial **0** or **01**-**04** (depending on how your system is set up). • If your call voice-announces the destination, you can dial 1 to force the call to ring.

To answer an Intercom call:

1.	Lift the handset.

Meet-Me Conference

To set up a Meet-Me Conference:

1.	Page the parties and announce the Meet-Me Conference code (**#11** or **#12**). • See *Paging* (page 259) for more on how to page your co-workers.
2.	Hang up, then lift the handset.

Meet-Me Conference

3.	Dial the announced Meet-Me Conference code (#11 or #12). • Your co-worker's must join the telephone meeting within the Meet Me Conference time.
To join a Meet-Me Conference:	
1.	Listen for paged invitation to join the Conference.
2.	Dial announced Meet-Me Conference code (#11 or #12). • You can join the telephone meeting within the Meet Me Conference time.

Message Waiting

To leave a message for a co-worker:	
1.	Place Intercom call to co-worker. • The extension you call can be unanswered, busy, or in Do Not Disturb.
2.	Dial **8** and hang up. • **V-MAIL** flashes fast at the extension you called.
To answer a Message Waiting:	
1.	Lift the handset.
2,	Dial ***8**.

Night Service / Night Ring

To answer a call ringing over the paging system:	
1.	Lift the handset.
2.	Dial ***0**.

Paging

1.	Lift the handset.
2.	Dial ***1**.
3.	Dial the Paging zone (1-7 or 0 for all call). • SLTs cannot receive Paging announcements.

Features

Park
To Park a call:

1.	Place or answer call.
2.	Hookflash and dial *****.
3.	Dial the orbit number. • System Park Orbits are 60-69. • Personal Park Orbits are *300-*427.
To retrieve a parked call:	
1.	Lift the handset.
2.	Dial *****.
3.	Dial the orbit number. • System Park Orbits are 60-69. • Personal Park Orbits are *300-*427.

Pulse to Tone Conversion
This feature must be switched manually from the telephone. The system does not provide Pulse to Tone Conversion for SLTs.

Removing Lines and Extensions from Service		
1.	Lift the handset.	
2.	Dial **#40**.	
3.	Dial the line (101-164) or extension (300-427) you want to remove from service.	
4.	So one of the following.	
	a.	Dial **4** to return a line or extension to service.
	b.	Dial **6** to remove a line or extension from service.
5.	Hang up.	

Speed Dial
To dial a Speed Dial number:

1.	Lift the handset.
2.	Dial # and the Speed Dial bin number. • Personal Speed Dial bins are 701-720. • System Speed Dial bins are normally 201-299.
3.	The stored number dials out.

Split
A single line telephone can Split (alternate) between their current call and waiting calls. The waiting calls can include a call you previously placed on Exclusive Hold or camped-on calls.
To Split (Alternate) between your current call and a waiting call:

1.	Hookflash and dial ***7**. • You are connected to your camped-on call (if any) or the call that has been on Hold the longest. • Repeat this procedure to cycle through all your waiting calls (from oldest to newest) and return to your first call.

Tandem Calls / Unsupervised Conference	
1.	Establish outside call (e.g., lift handset, dial 9, and dial outside number)
2.	Hookflash and dial another outside call.
3.	Hookflash and dial **#10** to set up the Conference.
4.	Hang up. • If the outside parties disconnect, the lines you selected do not have Tandem Calling capability.

Transfer		
To transfer your call:		
1.	Place or answer call.	
2.	Hookflash and dial the extension to which you want to Transfer the call. • To Transfer the call to the voice mail Automated Attendant, dial the voice mail master number (700).	
3.	Do one of the following.	
	a.	To transfer the call unscreened, hang up.
	b.	To screen the transfer, wait for the called party to answer before hanging up.
To receive Transfer (if you get an Intercom call announcing it):		
1.	Stay on the line. • The Transfer goes through when the calling party hangs up.	

Voice Mail	
To leave a voice mail message for a co-worker:	
1.	Place Intercom call to co-worker. • The extension you call can be unanswered, busy, or in Do Not Disturb.
2.	Dial **8** and hang up. • **V-MAIL** flashes fast at the extension you called.
To call your voice mail mailbox:	
1.	Lift the handset.
2,	Dial ***8**.

Soft Keys

Description

Available. See *Interactive Soft Keys* (page 210) for more.

Description

Instead of dialing a long telephone number to reach a client or customer, use Speed Dial instead. Also, store Intercom digits for quick access to commonly used features.

Speed Dial gives an extension user quick access to frequently called numbers. There are two types of Speed Dial: System and Personal. Speed Dial numbers can be up to 32 digits long, using 0-9, # and *. Every Speed Dial can have a programmed name up to 18 characters long. The name shows in the telephone display as the Speed Dial number dials out.

Speed Dial can store outside numbers and Intercom digits. The capability to store Intercom digits provides the user with "one-touch" access to features they use most often. For example, a user can have a Speed Dial bin that simplifies forwarding calls to voice mail or a co-worker.

System Speed Dial

System Speed Dial gives every extension access to the same set of stored numbers. The system provides 999 System Speed Dial numbers. Users can access these numbers by pressing a uniquely programmed System Speed Dial Feature Key or by dialing the Speed Dial bin number. Depending on the system option selected (see *Programming* below), users have dial access to either 9, 99 or 999 System Speed Dial bins.

Personal Speed Dial

Personal Speed Dial provides extensions with 20 numbers stored privately for their own use. The Personal Speed Dial keys on a DSS Console access the same bins as the extension to which it is attached.

Unique Speed Dial Entries

In addition to the digits 0-9, # and *, you can enter the following for additional dialing options:

For this option:	From system programming, press this key:	From user programming, press this key:
Flash	Feature Key 1	**FLASH**
Wait (not used)	Feature Key 2	**DND**
Pause	Feature Key 3	**MUTE**

Storing Line Routing in a Speed Dial Bin

When you program a Speed Dial bin, you can select either a line or a Line Group over which the call should route. For example, you can enter 1 for line 1 or 90 for Line Group 90.

- If you enter a Line Group number, the system will follow the Line Group programming and select an available line in the group for the call.
- If you enter a line number and the line is busy when the Speed Dial bin tries to dials out, the user hears busy tone. If their extension has Line Queuing, they can dial 2 to queue for a line to become free. If they hang up, the system converts the queue to a Line Callback.
- The capability to dial 90-98 to select a Line Group for a Speed Dial call is a permanent feature and not affected by programming.

Centrex Compatibility

Speed Dial offers unique compatibility with connected Centrex services. A Speed Dial number can accommodate *both* placing a new call *and* outdialing the stored Speed Dial number on an active Centrex line. This enables features such as Centrex Transfer and Conference. Speed Dial adheres to the following rules.

1. When a user active on an outside call presses **TRANSFER** and selects a Speed Dial number (using any method), the system examines the contents of the stored Speed Dial bin.

2. If the first entry in the bin is an **F** (Flash command), the system flashes the connected line and outdials the contents of the bin (ignoring the line selection associated with the bin).

Speed Dial

Note that this unique Centrex integration also pertains to voice mail ports accessing stored Speed Dial numbers.

Chaining Bins for Dialing Long Numbers

A Speed Dial number can be up to 32 digits long. The system allows this by automatically using the next adjacent bin for entries longer than 16 digits. For example, assume you want to store a Personal Speed Dial number for a banking service (203-926 5400) followed by a pause and your 10 digit customer code (9876543210). If you store the entries in bin 701, the following occurs:

❧ The system stores the first 16 digits (203 926 5400 Pause 98765) in bin 701.

❧ The system stores the remaining digits (43210) in bin 702.

Chaining Notes:

❧ In the above example, bin 702 is inaccessible for viewing, programming, or dialing. It only becomes available if you reprogram bin 701 to be 16 digits or less.

❧ Since bin 720 is the last Personal Speed Dial bin, it can contain only 16 digits.

Manually Dialing After Speed Dial on T1 Lines

When using a tie line or an outgoing DID line for Speed Dial, Auto Redial, Last Number Redial, or Save, the user can manually dial additional digits as soon as the stored number dials out.

Answer Supervision

Answer Supervision is only available with T1/E1 lines. It applies to:

❧ T1 E&M lines (tie line)

❧ T1 DID lines when used for outgoing calls

❧ All types of E1 lines (not available in North America)

Answer Supervision is not available on analog lines. On these types of lines, the user can dial additional digits as soon as the last digit of the stored number dials out.

Conditions
• None

Default Setting
• Dial access to 99 System Speed Dial bins (201-299).
• All extensions can use System Speed Dial, but only extension 300 can program.
• All bins are empty and no names are programmed.

Programming

Setting Up Personal Speed Dial

1.	Should extension be able to use Personal Speed Dial?

1. If yes:
   - In *2111-09: Personal Speed Dial* (page 734) enter **Yes**.
   - In *2131-[01-64]: Line Access* (page 763), make sure the extension has outgoing (**2**) or full (**3**) access to the lines they want to use for Personal Speed Dial.
   - To allow the extension user to use Line Groups for their Speed Dial numbers, check the assignments in *3201-[01-64]: Line Group* (page 833).
2. If no:
   - In *2111-09: Personal Speed Dial* (page 734) enter **No**.

2.	To enter Personal Speed Dial numbers from system programming:

1. Use *2151-Assignment (Personal Speed Dial Bin Assignment)* (page 775) to assign Personal Speed Dial numbers.
   - In *2151-[01-20]: Personal Speed Dial Bin Type* (page 775), enter the bin type:
     - **0** for none
     - **1** for Intercom
     - **2** for line
     - **3** for Line Group
     - **4** for Extend (i.e., the second bin in a chained number)
   - For type 2 (line) bins, in *2151-[01-20]: Personal Speed Dial Bin Line* (page 775) enter the line number (1-64).
   - For type 3 (Line Group) bins, in *2151-[01-20]: Personal Speed Dial Bin Group* (page 775) enter the Line Group number (90-98).
   - In *2151-[01-20]: Personal Speed Dial Bin Number* (page 776), enter the Speed Dial number.
   - In *2151-[01-20]: Personal Speed Dial Bin Name* (page 777), enter a name for the Speed Dial number.

Setting Up System Speed Dial

1.	Should extension be able to use System Speed Dial numbers?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes:
   - In *1401-01: System Speed Dial Access* (page 628) enter **Yes**.
   - In *2131-[01-64]: Line Access* (page 763), make sure extensions has outgoing (**2**) or full (**3**) access to the lines you want them to use for System Speed Dial.
   - To allow Line Groups for use in System Speed Dial numbers, check the assignments in *3201-[01-64]: Line Group* (page 833).
3. If no:
   In *1401-01: System Speed Dial Access* (page 628) enter **No**.

2.	Should extension be able to store System Speed Dial numbers?

1. If yes, in *2102-04: User Programming Access Level* (page 725), enter **4** or **5**.
2. If no, in *2102-04: User Programming Access Level* (page 725), enter **1**-**3**.

2.	**Should the system have 9 (1-digit), 99 (2-digit), or 999 (3-digit) System Speed Dial numbers?**

1. For 9 (1-digit), in *1701-01: Number of System Speed Dial Bins* (page 714) enter **1**.
2. For 99 (2-digit), in *1701-01: Number of System Speed Dial Bins* (page 714) enter **2**.
3. For 999 (3-digit), in *1701-01: Number of System Speed Dial Bins* (page 714) enter **3**.

The settings of this option **do not** limit the number of bins you can program in *1702-Assignment (System Speed Dial Assignment)* below and set up under System Speed Dial keys.

3.	**To enter System Speed Dial numbers from System Programming:**

1. Use *1702-Assignment (System Speed Dial Assignment)* (page 715) to assign System Speed Dial numbers.
    - In *1702-[001-999]: System Speed Dial Bin Type* (page 715), enter the bin type:
      - **0** for none
      - **1** for Intercom
      - **2** for line
      - **3** for Line Group
      - **4** for Extend (i.e., the second bin in a chained number)
    - For type 2 (line) bins, in *1702-[001-999]: System Speed Dial Bin Line* (page 715) enter the line number (1-64).
    - For type 3 (Line Group) bins, in *1702-[001-999]: System Speed Dial Bin Group* (page 716) enter the Line Group number (90-98).
    - In *1702-[001-999]: System Speed Dial Bin Number* (page 716), enter the Speed Dial number.
    - In *1702-[001-999]: System Speed Dial Bin Name* (page 717), enter a name for the Speed Dial number.

Setting Up Speed Dial Feature Keys

1.	**To set up Personal Speed Dial Feature Keys:**

1. To set up a Personal Speed Dial key on an extension:
    - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **15**.
    - In *2121-[01 to 24]: Feature Key Data* (page 758), enter the personal bin number (01-20).
1. To set up a Personal Speed Dial key on a DSS Console:
    - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **15**.
    - In *2402-[01-60]: DSS Console Key Data* (page 801), enter the personal bin number (01-20).

2.	**To set up System Speed Dial Feature Keys:**

1. To set up a System Speed Dial key on an extension:
    - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **14**.
    - In *2121-[01 to 24]: Feature Key Data* (page 758), enter the system bin number (e.g., 001-999).
1. To set up a System Speed Dial key on a DSS Console:
    - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **14**.
    - In *2402-[01-60]: DSS Console Key Data* (page 801), enter the system bin number (e.g., 001-999).

Additional Speed Dial Options

1.	**Is a pause stored in a Speed Dial bin the correct duration?**

1. If yes, leave *1602-04: Dial Pause Timer* (page 673) at its current setting.
2. If no, adjust *1602-04: Dial Pause Timer* (page 673) as required.

2.	Is a Flash stored in a Speed Dial bin the correct duration?

1. If yes, leave *1612-04: PBX/Centrex Flash Timer* (page 686) at its current setting.
2. If no, adjust *1612-04: PBX/Centrex Flash Timer* (page 686) as required.

3.	Are Speed Dial calls correctly detecting dial tone?

1. If yes, leave *1602-03: Dialtone Detect Timer* (page 671) at its current setting.
2. If no, adjust *1602-03: Dialtone Detect Timer* (page 671) as required.

Other Related Features

Features

Account Codes (page 14)
> An extension user can store an Account Code in a Speed Dial bin. See *Using Account Codes and Speed Dial* (page 14) for more.

Central Office Calls, Placing (page 78)
> You can store outside numbers in Speed Dial bins for quick access to frequently called numbers.

Check Key (page 86)
> Check Personal Speed Dial bin assignments.

Direct Station Selection (DSS) Console (page 120)
> The DSS Console Personal Speed Dial bins are the same as the extension to which the console is attached. This means that DSS Consoles that share the same block number still have unique Personal Speed Dial.

Toll Restriction (page 351)
> The system enforces Toll Restriction on Speed Dial numbers as they are dialed, not as they are stored.

Voice Over (page 385)
> An extension user can Voice Over after calling a co-worker by using Personal Speed Dial.

IntraMail Features
> None

Operation

Programming and Dialing Personal Speed Dial	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
Forced Account Codes may prevent Speed Dial from dialing 911 emergency services.	

	To program a Personal Speed Dial number:
1.	Do not lift the handset or press any keys.
2.	Dial **#SP** (#77).
3.	Do one of the following.
	a. Dial the Personal Speed Dial bin number (701-720).
	b. Press a Personal Speed Dial bin key (for bins 701-710).
4.	Press **HOLD**.
5.	Do one of the following.
	a. Enter the line number you want the system to use when dialing your stored number (1-64).

Speed Dial

			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
		Programming and Dialing Personal Speed Dial	
	b.	Enter the Line Group number you want the system to use when dialing your stored number (90-98).	
	c.	Press **INTERCOM** if you want to enter Intercom codes.	
6.		Press **HOLD**.	
7.		Enter the number you want to store (up to 32 digits long). • If storing Intercom codes, you can enter a valid dial sequence using the digits 0-9, #, and *. • To insert a pause, press **MUTE**. To insert a Flash, press **FLASH**. • Do not enter a pause or flash into an Intercom code.	
8.		Press **HOLD** twice.	
9.		Enter a name for the Speed Dial number. • See *Name Programming Chart* (page 322) for more.	
10.		Press **HOLD**.	
11.		Do one of the following.	
	a.	Repeat from step 3 to program another bin.	
	b.	Press **SPEAKER** to exit.	
		To dial a stored Personal Speed Dial number:	
1.		Do one of the following.	
	a.	Press **INTERCOM,** dial **#**, then dial the Personal Speed Dial bin number (701-720).	
	b.	<u>24-Button or 34-Button Telephone Only</u> Press bin key for bins 701-710.	
	c.	Press a Feature Key set up as a Personal Speed Dial key.	
	d.	<u>Super Display Telephone Only</u> • Press Spd Dial 1 (bins 701-710) or Spd Dial 2 (bins 711-720). • Press the soft key for the number you want to dial.	
2.	(Optional)	• To chain bins, wait for the first bin to dial out, then press a bin key or Feature Key. • If the programmed route is busy, press an idle line key to reroute the call. • You cannot chain Intercom numbers.	

		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
	Programming and Dialing System Speed Dial	
Forced Account Codes may prevent Speed Dial from dialing 911 emergency services.		
To program a System Speed Dial number:		
1.	Do not lift the handset or press any keys.	
2.	Dial **#SP** (#77).	
3.	Dial the System Speed Dial bin number (normally 201-299).	
4.	Press **HOLD**.	
5.	Do one of the following.	

			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
		**Programming and Dialing System Speed Dial**	
	a.	Enter the line number you want the system to use when dialing your stored number (1-64).	
	b.	Enter the Line Group number you want the system to use when dialing your stored number (90-98).	
	c.	Press **INTERCOM** if you want to enter Intercom codes.	
6.	Press **HOLD**.		
7.	Enter the number you want to store (up to 32 digits long). • If storing Intercom codes, you can enter a valid dial sequence using the digits 0-9, #, and *. • To insert a pause, press **MUTE**. To insert a Flash, press **FLASH**. • Do not enter a pause or flash into an Intercom code.		
8.	Press **HOLD** twice.		
9.	Enter a name for the Speed Dial number. • See *Name Programming Chart* (page 322) for more.		
10.	Press **HOLD**.		
11.	Do one of the following.		
	a.	Repeat from step 3 to program another bin.	
	b.	Press **SPEAKER** to exit.	
**To dial a stored System Speed Dial number:**		
1.	Do one of the following.		
	a.	Press **INTERCOM,** dial **#**, then dial the System Speed Dial bin number (normally 201-299).	
	c.	Press a Feature Key set up as a System Speed Dial key.	
2.	(Optional)	• To chain bins, wait for the first bin to dial out, then press a bin key or Feature Key. • If the programmed route is busy, press an idle line key to reroute the call.	

User Programmable Features

Programming Personal Speed Dial			
Feature	Mnemonic	Operation	Access Level
Speed Dial	**#SP (#77)**	**#SP** + Press bin key (for bins 701-710) + **HOLD** + Enter outside line (e.g., 1), Line Group (90-98), or **INTERCOM** for Intercom feature + **HOLD** + Number to store + **HOLD** twice + Name + **HOLD** + Press another bin key or **SPEAKER** to exit.	1-5

Features (side tab)

Speed Dial

Programming System Speed Dial			
Feature	**Mnemonic**	**Operation**	**Access Level**
Speed Dial	**#SP (#77)**	**#SP** + Dial System Speed Dial bin number (e.g., 201) + **HOLD** + Enter outside line (e.g., 1), Line Group (e.g., 90), or **INTERCOM** for Intercom feature + **HOLD** + Number to store + **HOLD** twice + Name + **HOLD** + Dial another bin or **SPEAKER** to exit.	4-5

Name Programming Chart

Name Programming Chart									
	Press a key the indicated number of times for desired character								
Key	**1 Time**	**2 Times**	**3 Times**	**4 Times**	**5 Times**	**6 Times**	**7 Times**	**8 Times**	**9 Times**
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								
After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.									
Additional Name Programming Options									
HOLD	Save name.								
SPEAKER	Exit user name programming.								
Volume Up	Scroll the cursor to the right.								
Volume Down	Scroll the cursor to the left.								
CLEAR	• While editing, clears character to the right. • At beginning of line, erases entire entry. • At end of line, becomes a backspace key								
CHECK	Restore the previous entry.								

Description

Switch between active calls without Conferencing the calls together.

With Split, an extension user can split (alternate) between a current call and a new call. Split lets the extension user easily alternate between the calls without joining (Conferencing) the parties together.

Conditions
• None

Default Setting
• Split disabled (no Split keys programmed).

Programming

1.	**To set up a Split Feature Key:**

1. To set up a Split Feature Key on an extension:
  - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **20**.
  - In *2121-[01 to 24]: Feature Key Data* (page 758), do not make an entry.

1. To set up a Split Feature Key on a DSS Console:
  - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **20**.
  - In *2402-[01-60]: DSS Console Key Data* (page 801), do not make an entry.

Other Related Features

Features

Call Waiting / Camp-On (page 58)
  Camp-On lets an extension user know that a call is waiting to be answered. The user can Split between the waiting call and their current call.

Direct Station Selection (DSS) Console (page 120)
  A DSS Console can have a Split key.

Off-Hook Signaling (page 255)
  An extension user can alternate between their active call and their waiting call.

IntraMail Features

None

Split (Alternate)

Operation

Using Split	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Split between your current Intercom call and a new Intercom call:	

1.	Press **HOLD** to place your Intercom call on Hold.
2.	Press **INTERCOM** to answer your new Intercom call. • **INTERCOM** winks off (green) to indicate that you have an Intercom call on Hold.
3.	Press your Split Feature Key to switch between your two Intercom calls.

To Split between your current outside call and an Intercom call:

1.	Press **TRANSFER** to place your outside call on Hold.
2	Place or answer your new Intercom call.
3.	Press your Split Feature Key to switch between your Intercom call and outside call.

To Split between your current Intercom call and an outside call:

1.	Press **HOLD** to place your current Intercom call on Hold
2.	Answer the outside call.
3.	Press your Split Feature Key to switch between your outside call and Intercom call.

To Split between your current outside call and a waiting outside call:

1.	Press **INTERCOM** to place your current outside call on Hold.
2	Place or answer a new outside call.
3.	Press your Split Feature Key to switch between your two outside calls.

Description

System keysets provide a host of sophisticated extension features.

The system offers 22-Button, 34-Button, 34-Button Advanced, and Super Display keyset telephones. All telephone models are available in two colors: black and white.

22-Button Display Telephone with Speakerphone

The 22-Button Display Telephone features a large 3 line-by-24 character alphanumeric display with 4 Interactive Soft Keys for intuitive feature access. It also provides 10 Personal Speed Dial bin keys, 12 programmable Feature Keys and 12 fixed function keys for streamlined operation. Additionally, this telephone offers a headset jack and built-in speakerphone. Unique features include dual LEDs, built-in wall mounting, and an innovative two position angle adjustment.

34-Button Backlit Display Telephone with Speakerphone

The 34-Button Display Telephone features a large 3 line-by-24 character backlit alphanumeric display with 4 Interactive Soft Keys for intuitive feature access. It also provides 10 Personal Speed Dial bin keys, 24 programmable Feature Keys and 12 fixed function keys for streamlined operation. Additionally, this telephone offers a backlit keypad, a headset jack, and built-in speakerphone. Unique features include dual LEDs, built-in wall mounting, and an innovative two position angle adjustment.

34-Button Backlit Display Telephone with Full-Duplex Speakerphone

This feature-rich 34-Button Display Telephone features a large 3 line-by-24 character backlit alphanumeric display with 4 Interactive Soft Keys for intuitive feature access. It also provides 10 Personal Speed Dial bin keys, 24 programmable Feature Keys and 12 fixed function keys for streamlined operation. Additionally, this telephone offers a built-in full duplex speakerphone (with no external speaker or microphone required), a backlit keypad, and a headset jack. Unique features include dual LEDs, built-in wall mounting, and an innovative two position angle adjustment.

Station Key Telephones

34-Button Backlit Super Display Telephone with Half-Duplex Speakerphone

The Super Display Telephone is the system's most sophisticated telephone instrument. It features a large 9 line-by-24 character backlit alphanumeric display with 12 Interactive Soft Keys for intuitive feature access. It also provides 10 Personal Speed Dial bin keys, 24 programmable Feature Keys and 12 fixed function keys for streamlined operation. Additionally, this telephone offers a built-in half duplex speakerphone (with no external speaker or microphone required), a backlit keypad, and a headset jack. Unique features include dual LEDs, built-in wall mounting, and an innovative two position angle adjustment.

Ring/Message Lamp

Each keyset has a Ring/Message Lamp. Located on the upper right of the keyset faceplate, the Ring/Message Lamp indicates for the following features:

For this feature:	The lamp does this:
Caller ID Logging	Double-wink on (green) when there is a new Caller ID record that has not been reviewed
Central Office Calls, Answering	Slow flash (green) as call rings
Direct Inward Line	Slow flash (green) as call rings
Hold	Slow flash (green) during Hold recall
Intercom	Slow flash (green) as call rings
Message Waiting	Fast flash (red) when user has a Message Waiting indication left
Park	Slow flash (green) during Park recall
Transfer	Slow flash (green as call rings) and during Transfer recall
Voice Mail	Fast flash (red) when messages are waiting in mailbox

Conditions
- None

Default Setting
- Digital station ports *automatically* detect the type of connect device when the keyset is plugged in.

Programming

1.	Extension Circuit Type

1. In *2101-01: Station Type* (page 719), the system automatically detects the following circuit types when a device is connected to a digital station port:
   - **00** for Undefined
   - **01** for DSX 22 Button
   - **02** for DSX 34 Button
   - **03** for DSX Super Display
   - **04** for DS 22 Button Non-display
   - **05** for DS 22 Button Display
   - **06** for DS 34 Button
   - **07** for DS Super Display
   - **08** for Cordless Telephone
   - **09** for Single Line Telephone
   - **10** for Analog Door Box

Other Related Features

None

Operation

Refer to the individual features.

Station Message Detail Recording

Description

SMDR provides a printed record of your calls.

Station Message Detail Recording (SMDR) provides a record of the system's outside calls. Typically, the record outputs to a customer-provided printer, terminal or SMDR data collection device. SMDR allows you to monitor the usage at each extension and line. This makes charge-back and traffic management easier. SMDR includes both incoming and outgoing calls, and can be turned off system-wide or selectively for each line.

The SMDR call record outputs when the call completes. The system assigns the SMDR record to the last extension on the call. For example, if extension 306 answers the call, talks for 20 minutes, and then transfers the call to extension 302, extension 302 "owns" the entire call record as soon as they hang up.

SMDR requires a customer-provided data collection device connected to the system's RS-232 port. The default baud rate is 38,400. The data format is fixed at 8 data bits, no parity, with one stop bit (8N1). Connection requires:

❧ Adaptor P/N 1091014 to connect to the 9-pin RS-232 port on the data collection device.

❧ A standard 6-conductor line cord to connect the adaptor to the system's RS-232 port.

SMDR does not buffer records when the data collection device is disconnected.

Call Duration Independent of System Clock

The duration of a call on the SMDR report is calculated independently of the system clock. This prevents changes made to the system Time and Date from inaccurately reporting the call duration after the Time and Date change. The automatic Daylight Savings Time adjustment also will not affect the call duration.

Sample SMDR Report

Following is a sample SMDR report:

```
Station Message Detail Recording
09/07/2005 09:10P

---+---+------------------------------+---------+---------+--------+---
Sta|Lin|        Number Dialed         | Account |  Start  |Duration| T
---+---+------------------------------+---------+---------+--------+---
306| 01|                   12039265400 |         |09:10:18P|00:00:05|OUT
306| 01|                   19055072888 |         |09:10:48P|00:01:13|OUT
301| 02|                            -  |         |09:12:13P|00:01:12|IN
304| 01|                            -  |         |09:12:07P|00:01:20|IN
306| 01|                   18003651928 |         |09:15:38P|00:00:14|OUT
```

SMDR Report Definitions

SMDR Report Definitions	
Sta	The extension that placed or answered the call
Lin	The line used for the call
Number Dialed	For outgoing calls, the number dialed on the line (up to 20 digits)
Account	Account code
Start	The time the call was initially answered
Duration	The total duration of the call
T	OUT = Outgoing outside call IN = Incoming outside call RNA = line that rang but was not answered

SMDR Report Format

SMDR Report Format (Page 1 of 2)		
Line	**Character**	**Field**
Report Start Header		
1	1-32	STATION MESSAGE DETAIL RECORDING
	33,34	Carriage return, line feed
2	1-10	Date (mm/dd/yyyy)
	11	Space
	12-16	Time (hh:mm:ss)
	17	A (for am) or P (for pm)
	18,19	Carriage return, line feed
3	1,2	Carriage return, line feed
Call Record Header		
1	1-3	- characters
	4	+ character
	5-7	- characters
	8	+ character
	9-40	- characters
	41	+ character
	42-51	- characters
	52	+ character
	53-61	- characters
	62	+ character
	63-70	- characters
	71	+ character
	72-74	- characters
2	1-3	Sta
	4	| character
	5-7	Lin
	8	| character
	9-40	(9 spaces) Number Dialed (10 spaces)
	41	| character
	42-51	(2 spaces) Account (1 space)
	52	| character
	53-61	(2 spaces) Start (2 spaces)
	62	| character
	63-70	Duration
	71	| character

SMDR Report Format (Page 2 of 2)		
Line	**Character**	**Field**
	72	Space
	73	T
	74	Space
3	1-3	- characters
	4	+ character
	5-7	- characters
	8	+ character
	9-40	- characters
	41	+ character
	42-51	- characters
	52	+ character
	53-61	- characters
	62	+ character
	63-70	- characters
	71	+ character
	72-74	- characters
Call Record		
1	1-3	Extension number
	4	| character
	5-7	Line number (2 digits, right justified, preceded by one space)
	8	| character
	9-40	Number dialed (up to 20 characters, right justified, preceded by spaces)
	41	| character
	42-51	Account Code (right justified, preceded by spaces)
	52	| character
	53-61	Start time of call (hh:mm:ssA or P)
	62	| character
	63-70	Duration of call (hh:mm:ss)
	71	| character
	72-74	Type of call

Conditions
- None

Default Setting
- SMDR output disabled.

Programming

1.	Should the system output SMDR?

1. If yes:
   - In *1541-01: SMDR Port* (page 666), enter **1** to enable the RS-232 port to output SMDR.
   - In *1101-01: Baud Rate* (page 603), set the baud rate of the RS-232 port:
     1 for 2400
     2 for 9600
     3 for19,200
     4 for 38,400
     5 for 57,600
2. If no:
   In *1541-01: SMDR Port* (page 666), enter **0**.

2.	Should the SMDR report include a header for each new day?

1. If yes, in *1541-02: Print SMDR Headers* (page 666) enter **Yes**.
2. If no, in *1541-02: Print SMDR Headers* (page 666) enter **No**.

3.	Should a specific line be included or excluded from the SMDR report?

1. To exclude a line in the report, in *3111-06: Station Message Detail Recording* (page 818) enter **Yes**.
2. To exclude a line from the report, in *3111-06: Station Message Detail Recording* (page 818) enter **No**.

4.	Should the SMDR report be in English or Spanish?

1. For English, in *1541-03: SMDR Language* (page 666) enter **1**.
2. For Spanish, in *1541-03: SMDR Language* (page 666) enter **2**.

Other Related Features

Features

Account Codes (page 14)
> Account Codes print on the SMDR report.

Call Timer (page 55)
> The Call Timer also helps users keep track of their time on the phone.

Caller ID (page 63)
> Caller ID prints out on the SMDR report.

Language Selection (page 217)
> The language of the SMDR header and the data in the SMDR Call Type (T) field can be either English or Spanish.

Time and Date (page 349)
> Time and date appear on the SMDR report.

Transfer (page 358)
> The system assigns the SMDR record to the last extension on the call. For example, if extension 306 answers the call, talks for 20 minutes, and then transfers the call to extension 302, extension 302 "owns" the entire call record as soon as they hang up.

IntraMail Features
> None

Station Message Detail Recording

Operation

SMDR is automatic once enabled.

Description

Available. See *PC Program (System Administrator)* (page 272) for more.

System Identification

Description

Store the site name and telephone number in the system data base.

The system administrator can enter the site name and telephone number into the system data base. This information is saved into system memory.

Conditions
- None

Default Setting
- No entries.

Programming

1. **To enter the site name and telephone number into the system data base:**

1. In *1011-01: System Name* (page 597), enter the site name.
2. In *1011-02: Telephone Number* (page 597), enter the site telephone number.

Other Related Features

N/A

Operation

N/A.

Description

Use a CompactFlash Card to back up and restore the site data.

To prevent the loss of essential custom site programming, use a CompactFlash Card plugged into the Intra-Mail CompactFlash slot to back up the system database. If the need arises, you can restore the system database saved on the card. You can store the system database on the IntraMail CompactFlash Card or on a separate FAT16 or FAT32 formatted CompactFlash card. The entire system database uses about 500 Kbytes Of Compact Flash memory.

Programming

1. **Back up the site data to CompactFlash Card.**

   1. In *9041-Backup* (page 927), back up the site data.

2. **Restore data from CompactFlash Card.**

   1. In *9042-Restore* (page 928), back up the site data.

Other Related Features

None

Operation

None

System Programming Password Protection

Description

Control access to system programming.

The system controls access to the programmable options according to the programming password the administrator enters. There are three password levels:

Logging On with this Password:	Gives you access to these programs:
System Administrator 1 (level 1) Password = 0000 System Administrator 2 (level 1) Password = 9999	*1001-01: System Type* (page 595) *1001-02: Software Version* (page 595) *1001-03: DSP Version* (page 596) *1011-01: System Name* (page 597) *1011-02: Telephone Number* (page 597) *1021-01: System Time* (page 599) *1021-02: System Date* (page 599) *1022-01: Automatic Daylight Savings Time Setting* (page 600) *1031-01: New Password* (page 602) (for level accessed) *1701-01: Number of System Speed Dial Bins* (page 714) *1702-Assignment (System Speed Dial Assignment)* (page 715) *2121-Feature Keys* (page 753) *2122-Ring Override (Key Ring Override)* (page 759) *2123-BLF (DSS Keys)* (page 760) *2123-BLF (DSS Keys)* (page 760) *2124-Soft Keys (Idle Menu Soft Keys for Super Display)* (page 761) *2151-Assignment (Personal Speed Dial Bin Assignment)* (page 775) *2401-Config (DSS Console Configuration)* (page 800) *2402-Keys (DSS Console Keys)* (page 801) *25xx-Text Messages (Selectable Display Messaging)* (page 806)
Installer (level 3) Password = NECDSX (632379)	All

Conditions
- When programming passwords, the system will enforce the *higher* level password if there are duplicate entries. For example, if you inadvertently set the level 3 (Installer) password the same as either level 1 (System Administrator 1) or level 2 (System Administrator 2), the system will enforce the level 3 password.

Default Setting
- See the table above.

Programming

1. **To change the system passwords:**

1. In *1031-01: New Password* (page 602), optionally set up new level 1, 2, or 3 passwords.

Other Related Features

Features

System Programming Backup and Restore (page 335)
　　Back up your system programming to provide a permanent, non-volatile backup of all the site's programming.

IntraMail Features

None

Operation

None

Features

T1 Lines

Description

In DSX-80/160, provides for connection to advanced digital lines and simplifies installation.

T1 lines require a unique T1 PCB (P/N 80061) and give the system a maximum of 24 lines in a single PCB slot. The available T1 line types include:

- Loop Start (DTMF and Dial Pulse)
- Ground Start (DTMF and Dial Pulse)
- Direct Inward Dial (DID) Wink Start (DTMF and Dial Pulse)
- Direct Inward Dial (DID) Immediate Start (DTMF and Dial Pulse)
- E&M Tie Line Wink Start (DTMF and Dial Pulse)
- E&M Tie Line Immediate Start (DTMF and Dial Pulse)

T1 gives the system the advantages of advanced digital calling as well as conserving PCB slots. For example, you can set up a system with 12 loop start lines, six tie lines, and six DID lines and use only a single PCB slot. Additionally, the T1 PCB has its own on-board processor and DSP so it minimally impacts other system resources.

Note: Although the T1 PCB can connect directly to the telco's T1 smart jack, your telco may require that you purchase and install a separate Channel Service Unit (CSU). This unit installs between the smart jack and the T1 PCB.

ANI/DNIS Support

The system is compatible with telco's T1 Automatic Number Identification (ANI) and Dialed Number Information Service (DNIS) services. ANI/DNIS services can be provided on T1 loop start, ground start, and DID lines (but not E&M). ANI/DNIS Compatibility provides:

- **Selectable Receive Format**
  You can set up the system for compatibility with any combination of ANI, DNIS and Dialed Number (Address) data provided by the telco.
- **Flexible Routing for DID Lines**
  For DID lines, the system can route the incoming call based on the received DNIS data and the entries stored in the DID Translation Table. See *Direct Inward Dialing* (page 99) for more.
- **Caller ID**
  The system can use the received ANI data to display the caller's number on the called extension's display. The ANI data can be up to 10 digits long.

FSK Caller ID

The T1 PCB can also receive FSK-based Caller ID (if provided by the telco), the same as the COIU (analog) line cards. To receive this type of Caller ID, you must enable DSP Caller ID for the T1 line circuits in programming. See the *Programming* below for more.

E1 Lines

The T1 PCB also supports E1, which provides 30 digital line circuits. E1 lines are not available in North America.

Conditions
- None

Default Setting
- Disabled

Programming

1.	**Set the circuit type for each T1 line.**

1. Be sure your T1PCB is installed and connected, and that your telco is providing T1 service.

2. In *3101-01: Line Type* (page 809), enter the correct circuit type for each T1 line.
   - **00** for uninstalled
   - **01** for Loop start
   - **02** for Ground Start
   - **03** for DID Wink Start
   - **04** for DID Immediate Start
   - **05** for E&M Wink Start
   - **06** for E&M Immediate Start

3. In *3101-03: DTMF Dialing* (page 811), indicate whether the line is DTMF (**1**) or Dial Pulse (**0**).

2.	**Review the T1/E1 timers.**

1. Review the following timers for compatibility with your connected T1 service.
   - *1631-Incoming* (page 695)
   - *1632-Outgoing* (page 698)
   - *1641-Ring Detect* (page 700)
   - *1642-Call Control* (page 702)
   - *1651-TX (Transmit Timers)* (page 704)
   - *1652-RX (Receive Timers)* (page 706)
   - *1653-MFC Incoming Timers* (page 710)
   - *1654-MFC Outgoing Timers* (page 712)

3.	**Review the T1 PCB configuration options.**

1. Review the following options for compatibility with your connected T1 service.
   - *1213-01: Number of PCM Channels* (page 616)
     (By default, this entry is **0** - all channels active.)
   - *1213-02: Clock Control* (page 616)
     (By default, this entry is **1** - T1 PCB is the clock master.)
   - *1213-03: Transmit Pulse Amplitude* (page 617)
     (By default, this setting is **0** for 0dB.)
   - *1213-04: Framer Type* (page 617)
     (By default, this entry is **Yes** for ESF - Extended Super Frame.)
   - *1213-05: Zero Suppression* (page 618)
     (By default, this entry is **Yes** for B8ZS enabled.)
   - *1213-06: Loopback Mode* (page 618)
     (By default, this option is **0** - no rollback.)

4.	To set up T1 lines for compatibility with ANI/DNIS service:

1. To enable ANI-based Caller ID, in *3121-01: Caller ID Type* (page 825) enter **3**.

2. In *3121-02: ANI/DNIS Format* (page 825), specify the type of ANI/DNIS received from the telco:
   - **0** for no ANI/DNIS data
   - **1** for ANI
   - **2** for *ANI*
   - **3** for *DNIS*
   - **4** for *ANI*DNIS*

3. In *3121-03: ANI/DNIS Delimiter* (page 826), select the type of ANI/DNIS delimiter required by your connected service
   - This is required *only* for options 2-4 in step 2.
   - The delimiter can be any character 0-9, # or *. Normally, it is *.

4. In *3121-04: Number of ANI Digits* (page 826), indicate the number of digits the telco provides in the ANI number.
   - This is required *only* for option 1 in step 2.
   - This *does not* apply to options 2-4 in step 2.

5.	Does your T1 service provide FSK-based Caller ID (instead of ANI-based)?

1. For FSK-based Caller ID, in *3121-01: Caller ID Type* (page 825) enter **1**.

2. For ANI-based Caller ID, in *3121-01: Caller ID Type* (page 825) enter **3** and see step 4 above.

Other Related Features

Features

Direct Inward Dialing (page 99)
> Directly dial system extensions from outside the system.

Tie Lines (page 344)
> Link two systems together for inter-system Intercom calling and other features.

IntraMail Features

None

Operation

None

Description

Join two callers in Conference, leave the call and let their conversation continue.

Tandem Calls allows an extension user to join two outside callers in a line-to-line conference. The extension user can then drop out of the call, leaving the lines in an Unsupervised Conference. The extension user that established the Conference is not part of the conversation. The Conference continues until either outside party hangs up.

Tandem Calls uses a Conference circuit. The following table shows the system's Conference capacities:

Description	Capacity
Conference circuits	32
Maximum simultaneous users in Conference (total of all Conferences system-wide)	32
Maximum simultaneous conferences	8
Maximum parties in any one Conference (lines and/or extensions)	8

The system's 32 Conference circuits are dynamically allocated as users request them.

Conditions
- None

Default Setting
- Tandem Calls are disabled.

Programming

1.   Should a line have the capability to be included in a Tandem Call?

1. If yes, *3103-04: Tandem Calls* (page 816) enter **Yes**.
2. If no, *3103-04: Tandem Calls* (page 816) enter **No**.

2.   Should extension be able to set up a Tandem Call?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1411-05: Unsupervised Conference* (page 648) enter **Yes**.
3. If no, in *1411-05: Unsupervised Conference* (page 648) enter **No**.

Tandem Calls / Unsupervised Conference

Other Related Features

Features

Forced Line Disconnect (page 182)

An extension user can end an Unsupervised Conference by using Forced Line Disconnect on one of the lines in the tandem call.

Single Line Telephones (page 305)

Tandem Calling is available at Single Line extensions.

The following features also allow different types of multiple party calls:

- *Barge In (Intrusion)* (page 36)
- *Conference* (page 89)
- *Group Listen* (page 187)
- *Meet-Me Conference* (page 236)
- *Monitor / Silent Monitor* (page 243)
- *Privacy Release Groups* (page 278)

IntraMail Features

None

Operation

Setting up a Tandem Call		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To set up a Tandem Call:		
1.	Establish outside call.	
2.	Press **CONF**. • Your hear Intercom dial tone. • Your caller hears Music on Hold (if installed) while they wait for you to set up the Conference.	
3.	Do one of the following:	
	a.	Place or answer an outside call.
	b.	Retrieve a call from Park Orbit.
4.	Press **CONF** to set up the Conference. • If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit.	
5.	Hang up. • The line/loop keys for the outside lines stay on (red). • If the outside parties disconnect, the lines you selected or your extension does not have Tandem Call capability.	

Disconnecting a Tandem Call		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To disconnect a tandem call (using Forced Line Disconnect):		
1.	Do one of the following.	
	a.	Press the line key for the busy line.
	b.	Press **INTERCOM** and dial the line's Direct Line Access code (e.g., 101 for line 1). • See *Direct Line Access* (page 115) for more.
2.	Dial **#** to disconnect the Tandem Call.	

Tie Lines

Description

In DSX-80/160, link two systems together for inter-system Intercom calling and other features.

Tie lines directly link a local DSX-80/160 telephone system with one or more remote DSX-80/160 systems. The link is independent of the telco's switched network. When a local system user seizes a tie line, they hear Intercom dial tone from the remote system. The user can then use many of the features normally available to the remote system's single line telephones, including:

- Dialing Intercom extensions in the remote system.
- Using the remote system's lines for outgoing calls.
- Accessing System Speed Dial bins in the remote system.
- Using the remote system's Paging.

Tie Lines require a T1 PCB and Tie Line service from the telco.

Conditions
- None

Default Setting
- Disabled

Programming

1. Set the circuit type for each tie line.

1. Be sure your T1PCB is installed and connected, and that your telco is providing T1 tie line service.
2. In *3101-01: Line Type* (page 809), enter the correct circuit type for each T1 tie line.
   - **05** for E&M Wink Start
   - **06** for E&M Immediate Start
3. In *3101-03: DTMF Dialing* (page 811), indicate whether the line is DTMF (**1**) or Dial Pulse (**0**).

2. Assign the tie line caller's operator.

1. In *3141-02: Tie Line Caller's Operator Extension* (page 830), assign the tie line's operator extension.
   - This is the extension reached when the incoming tie line caller dials 0.

3. Assign the outbound Line Group reached when an incoming tie line caller dials 9.

1. In *3141-01: Tie Line Caller's Outbound Dial 9 Group* (page 830), assign the Line Group reached (90-98) when incoming tie line callers dial 9 to place an outgoing call.
2. In *3142-[01-64]: Tie Line Caller's Outbound Line Access* (page 831), assign access for *each line* incoming tie line callers can use for placing an outgoing calls.
   - **0** for no access
   - **1** for incoming only access
   - **2** for outgoing only access
   - **3** for full access
3. In *3143-[01-64]: Tie Line Caller's Outbound Line Group Access* (page 832), enter **Yes** for each *Line Group* incoming tie line callers can use for placing outgoing calls.
   - You can deny outgoing access to individual lines within the group in step 2 above.

4.	Should an incoming tie line restrict the incoming caller from using certain features and dialing certain outgoing calls?

1. To restrict feature access:
   - In *3102-01: Line Class of Service* (page 813), check the tie line's Class of Service level.
   - In *14xx-COS (Class of Service)* (page 628), restrict Class of Service options as required.
2. To restrict outgoing dialing:
   - In *3102-02: Line Toll Level* (page 813), assign a Toll Level to the tie line.
   - In *35xx-Toll Restriction* (page 839), set up dialing restrictions as required.

Other Related Features

Features

Direct Inward Dialing (page 99)
> Directly dial system extensions from outside the system.

Station Message Detail Recording (page 328)
> The SMDR record for an outgoing tie line call also incudes the line access codes dialed.

T1 Lines (page 338)
> T1 provides advanced digital lines and simplifies installation. T1 is required for Tie Lines.

Available Single Line Features

The following single line telephone features are available over tie lines.
- Call Waiting / Camp-On
- Central Office Calls Placing (Line Group Access)
- Direct Line Access
- Door Box (calling)
- Hold (retrieve a call on Hold in the remote system)
- Intercom
- Night Service (*0 pick up)
- Speed Dial (System - dialing)
- Transfer
- Voice Mail (leave message in remote mailbox)

Unavailable Single Line Features

The following single line telephone features are not available over tie lines.
- Barge In
- Call Forwarding
- Callback
- Central Office Calls, Answering
- Central Office Calls, Placing (Line Dial-up)
- Conference
- Directed Call Pickup
- Flash
- Forced Line Disconnect
- Group Call Pickup
- Hold (cannot place a line in the remote system on Hold)
- Last Number Redial
- Meet Me Conference
- Message Waiting
- Page
- Park
- Removing Lines and extensions from service
- Speed Dial (Personal)
- Split (between two calls in the remote system)
- Tandem Calls (in the remote system)

IntraMail Features

None

Operation

Call Waiting / Camp-On	
1.	Access the tie line and call busy extension.
2.	Dial **2** but do not hang up. • If you hang up, the system converts your Camp-On to a Callback.
3.	Speak to your co-worker when they answer their Camp-On ring.

Central Office Calls, Placing			
1.	Access the tie line.		
2.	Do one of the following.		
	a.	For Direct Line Access:	
		i.	Dial **1** followed by the line number (e.g., 101 for line 1).
	b.	For Line Group Access:	
		i.	Dial the Line Group code (9 or 90-98).
3.	Dial the outside number.		

Direct Line Access	
1.	Access the tie line, then dial **1** plus the line number (e.g., 101 for line 1).
2.	Dial outside number.

Door Box	
To place a call to the Door Box:	
1.	Access the tie line.
2.	Dial the Door Box extension number.

Hold	
To retrieve a line on System Hold at a remote co-worker's extension:	
1.	Access the tie line.
2.	Dial ***4**.
3.	Dial the number of the line that is on Hold in the remote system (e.g., 01 for line 1).

Intercom

To place an Intercom call:	
1.	Access the tie line.
2.	Dial the extension number. • To call the remote system's operator, dial **0**. • The call rings the destination extension.

Night Service / Night Ring

To answer a call ringing over the paging system:	
1.	Access the tie line.
2.	Dial ***0**.

Speed Dial (System)

To dial a Speed Dial number in the remote system:	
1.	Access the tie line.
2.	Dial **#** and the System Speed Dial bin number (e.g., 201-299).
3.	The stored number dials out through a line in the remote system.

Features

Transfer
To transfer your call to a user in the remote system:

1.	Place or answer call. • Transferring an outside call over the tie line requires that the tie line have Tandem Calls enabled and that the extension have Unsupervised Conference enabled in their Class of Service.
2.	Press **TRANSFER**, access the tie line, and dial the extension to which you want to Transfer the call. • To Transfer the call to the remote voice mail Automated Attendant, dial the voice mail master number (700).
3.	Do one of the following.
	a.	To transfer the call unscreened, hang up.
	b.	To screen the transfer, wait for the called party to answer before hanging up.

Voice Mail
To leave a voice mail message in a remote co-worker's mailbox:

1.	Access the tie line and call a remote co-worker. • The extension you call can be unanswered, busy, or in Do Not Disturb.
2.	Dial **8** and hang up. • **V-MAIL** flashes fast at the extension you called.

Description

The Time and Date shows on telephone displays and prints on system reports.

The system Time and Date appears on display telephones and Station Message Detail Recording reports. The system administrator can change the time and date from the system programming mode. In addition, extension users can change the time and date from the User Programmable Features. Although the data is entered in 24-hour format, it always displays in 12-hour format (e.g., 1300 = 1:00PM). The system can automatically adjust the time for Daylight Savings Time.

Conditions
- The system retains the time and date after a system reset or short term power failure.

Default Setting
- The automatic Daylight Savings Time adjustment is enabled.

Programming

1. **To change the time and date from system programming:**

  1. In *1021-01: System Time* (page 599), set the system time.

  2. In *1021-02: System Date* (page 599), set the system date.

2. **Do you want the system to automatically adjust for daylight savings time?**

  1. If yes, in *1022-01: Automatic Daylight Savings Time Setting* (page 600) enter **Yes**.

  2. If no, in *1022-01: Automatic Daylight Savings Time Setting* (page 600) enter **No**.

3. **Do you want to change the time and date format?**

  1. If yes, in *1511-02: Clock Display Format* (page 656) enter a new clock format (1-4). The options are:

Clock Display Format Options (Using Tuesday, 3/28/2006, 4:44PM as an Example)	
Option	**Display Format**
1 (Default)	**Tue March 28** **4:44 PM**
2	**4:44 PM** **Tue March 28**
3	**Tue March 28** **16:44**
4	**16:44** **Tue March 28**

    - After changing the entry for the Clock Display Format, an extension user must either lift and replace the handset or receive an incoming call before their display will show the new format.

  2. If no, leave *1511-02: Clock Display Format* (page 656) at its current setting.

Time and Date

Other Related Features

Features

Battery Backup (page 38)
> The battery on the CPU PCB backs up the CPU Real Time Clock for 10-14 days.

Station Message Detail Recording (page 328)
> Time and date appear on the SMDR report.

IntraMail Features

> None

Operation

User Programmable Feature

Changing the System Time and Date			
Feature	**Mnemonic**	**Operation**	**Access Level**
Time and Date	**#TD (#83)**	**#TD** + Enter time in 24-hour clock using hours (2 digits), minutes (2 digits) and seconds (2 digits) + **HOLD** + Enter date using month (2 digits), day (2 digits) and year (4 digits) + **HOLD** + **SPEAKER** to exit.	4 and 5

Description

Use Toll Restriction to help you control the costs of outgoing long distance calls.

Toll Restriction limits the numbers an extension user may dial. By allowing extensions to place only certain types of calls, the system administrator can control long distance costs. The system applies Toll Restriction according to an extension's Toll Restriction Level. For each of the 7 Toll Restriction Levels, the administrator can enable or disable the following options.

- **Active Key Pad (Continuous Dialing)**
  Active Key Pad continuously enables the telephone key pad. This is important if co-workers typically use dial-up services (such as automated banking) or frequently dial into voice mail systems. With Active Key Pad disabled, the system disables the telephone key pad 6 seconds after the user has dialed their last digit. Toll Restriction controls Active Key Pad for both incoming and outgoing calls.

- **N11 Dialing**
  N11 Dialing enables or disables an extension's ability to use N11 services such as directory assistance (411) and repair (611). Consider enabling this option if the connected telco charges by the call (i.e., meters) these services. *Note that the system never restricts a user from dialing 911 or 1 + 911.*

- **0 + Dialing**
  0 + Dialing enables or disables an extension's ability to manually dial 0 + (operator assisted) calls. These calls typically include collect calls and credit card calls. Be sure to disable this option if you don't want co-workers making these types of calls. The setting of 0 + Dialing does not affect the operation of international dialing (see the option immediately following).

- **International (011) Dialing**
  Use the International Dialing option to restrict extension access to high-cost international (011) dialing. You can, for example, enable international dialing for high priority users and executives while disabling international dialing for all other co-workers.

- **Equal Access (1010 + XXX) Dialing**
  Equal Access allows users to select long distance carriers other than your primary carrier. Your primary carrier is the long distance provider you access when you seize a line and dial 1. To reach another provider, dial 1010 and that provider's three-digit code (e.g., 1010220). The system does not restrict the numbers dialed after the Equal Access code, but can prevent users from dialing specific Equal Access codes.

- **1 + Dialing**
  This type of Toll Restriction can restrict:
  - 1 + 3-digit (1 + NPA and 1 + NXX) dialing.
  - 1 + 6-digit (1 + NPA + NXX) dialing.

- **Dialing without a Leading 1**
  This type of Toll Restriction can restrict:
  - 3-digit (NPA and NXX) dialing.
  - 6-digit (NPA + NXX) dialing.

The Toll Restriction Tables

There are 5 separate tables for each Toll Restriction Level. Each table can hold up to 96 entries. The Toll Restriction Tables can individually restrict:

- Equal Access Dialing.

- Calls dialed *with* a leading 1 (1 + Dialing).

- Calls dialed *without* a leading 1.

The following chart summarizes these tables.

Toll Restriction Tables		
Dialing Type	**Program**	**Description**
Equal Access Dialing	Program *352x-1010-XXX / Local XXX (Equal Access Dialing)* (page 844)	Lookup table that restricts 1010 + XXX dialing. Can be set up as an allow or deny table. *Example[1]*: **1010 220** 203 926 5400
1 + Dialing	Program *353x-1+XXX / TBL-A XXX (NPA/NXX Dialing 3-Digit Table)* (page 846)	3-digit lookup table that handles restriction for 1 + NPA and 1 + NXX dialing. Can be set up as an allow or deny table. *Example[1]*: 1 **203** 926 5400
	Program *354x-1+XXX-XXX / TBL-A XXXXXXX (1 + NPA + NXX Dialing 6-Digit Table)* (page 848)	6-digit lookup table that handles 1 + NPA + NXX dialing. Can be set up as an allow or deny table. *Example[1]*: 1 **203 926** 5400
Dialing without a leading 1	Program *355x-XXX / TBL-B-XXX (NPA/NXX Dialing 3-Digit Table)* (page 850)	3-digit lookup table that handles NPA and NXX dialing. Can be set up as an allow or deny table. *Example[1]*: **203** 926 5400
	Program *356x-XXX-XXX / TBL-B XXXXXX (NPA + NXX Dialing 6-Digit Table)* (page 852)	6-digit lookup table that handles NPA + NXX dialing. This is a deny-only table. *Example[1]*: **203 926** 5400
[1] The **underline bold** digits are the digits looked up by the specified table for the type of call dialed.		

Toll Restriction Overview

- *When you dial:* **Telephone Banking**
  Continued Dialing (Active Key Pad) is enabled or disabled by the setting of *3511-01: Active Key Pad* (page 840).

- *When you dial:* **411, 811**
  N11 Dialing is enabled or disabled by the setting of *3512-04: Allow N11 Dialing* (page 842).

- *When you dial:* **0 203 926 5400**
  0+ Dialing is enabled or disabled by the setting of *3512-01: Allow 0 + XXX Operator Assisted Dialing* (page 841).

- *When you dial:* **011 International Calls**
  International (011) Dialing is enabled or disabled by the setting of *3512-02: Allow 011 + XXX International Dialing* (page 841).

- *When you dial:* **1015 220 203 926 5400**
  Equal Access (101X XXX) Dialing is enabled or disabled in *3512-03: Allow 101x Equal Access Dialing* (page 841).
  - This option restricts Equal Access Codes 1011 through 1019 and has no affect on the more common 1010 XXX Equal Access Codes.

- *When you dial:* **1010 220 203 926 5400**
  Equal Access (1010 XXX) Dialing is controlled by the Equal Access codes entered in *352x-1010-XXX / Local XXX (Equal Access Dialing)* (page 844).
  - The table entries have no affect on the less common 101X XXX Equal Access dialing.

- *When you dial:* **1 800 365 1928, 1 900 555 1212, 1 926 5400**
  1 + NPA and *1 + NXX* dialing is controlled by the entries in *353x-1+XXX / TBL-A XXX (NPA/NXX Dialing 3-Digit Table)* (page 846) and *354x-1+XXX-XXX / TBL-A XXXXXXX (1 + NPA + NXX Dialing 6-Digit Table)* (page 848).
  - These tables work together. For example, you can deny an NPA in *353x* and allow a specific NPA + NXX combination in *354x*.

- *When you dial:* **203 926 5400, 926 5400**
  NPA and NXX dialing (without the leading 1) is controlled by the entries in *355x-XXX / TBL-B-XXX (NPA/NXX Dialing 3-Digit Table)* (page 850) and *356x-XXX-XXX / TBL-B XXXXXX (NPA + NXX Dialing 6-Digit Table)* (page 852).
  - These tables work together. For example, you can allow an NPA in *355x* and deny a specific NPA + NXX combination in *356x*.

Default Toll Restriction Configuration

When you assign a Toll Level to an extension, the extension has the following Toll Restriction by default:

- **Active Key Pad** is enabled.
- **N11 Dialing** is enabled.
- **0 + Dialing** is enabled.
- **International (011) Dialing** is enabled.
- **Equal Access (101X + XXX) Dialing** is enabled.
- **Equal Access (1010 + XXX) Dialing** is enabled without restriction because the *1010 + XXX Equal Access Table* is a deny table with no entries (i.e., it denies nothing).
- **1 + NPA/NXX Dialing** is enabled without restriction because the *1 + NPA/NXX Dialing 3-Digit* and *1 + NPA + NXX Dialing 6-Digit Tables* are deny tables with no entries (i.e., they deny nothing).
- **NPA/NXX Dialing** and **NPA + NXX Dialing** are enabled without restriction because the *NPA/NXX Dialing 3-Digit* Table is a deny table with no entries (i.e., it denies nothing). In addition, the *NPA + NXX Dialing 6-Digit Table* does not restrict because it is a deny table with no entries (i.e., it also denies nothing).

Conditions
- None

Default Setting
- See Default Toll Restriction Configuration above.

Toll Restriction

Programming

Basic Setup

1.	To set up Toll Restriction Tables prior to programming:

1. In *3501-01: Toll Restriction Country Type* (page 839), set the Toll Restriction Country Type.
   - *For systems installed in North America, you should select US Domestic* (**1**).

2.	Assign a Toll Restriction level to an extension.

1. In *2102-02: Station Toll Level (Day)* (page 724) and *2102-03: Station Toll Level (Night)* (page 724), assign a Toll Restriction level to an extension.

3.	Do you want to enable Active Key Pad (Continuous Dialing)?

1. If yes, in *3511-01: Active Key Pad* (page 840) enter **Yes**.
2. If no, in *3511-01: Active Key Pad* (page 840) enter **No**.

4.	Do you want to enable N11 dialing?

1. If yes, in *3512-04: Allow N11 Dialing* (page 842) enter **Yes**.
2. If no, in *3512-04: Allow N11 Dialing* (page 842) enter **No**.

5.	Do you want to enable 0+ (Operator Assisted) dialing?

1. If yes, in *3512-01: Allow 0 + XXX Operator Assisted Dialing* (page 841) enter **Yes**.
2. If no, in *3512-01: Allow 0 + XXX Operator Assisted Dialing* (page 841) enter **No**.

6.	Do you want to enable International (011) dialing?

1. If yes, in *3512-02: Allow 011 + XXX International Dialing* (page 841) enter **Yes**.
2. If no, in *3512-02: Allow 011 + XXX International Dialing* (page 841) enter **No**.

Equal Access Dialing Restrictions

1.	Do you want to enable the dialing of Equal Access Codes 1011 through 1019?

1. If yes, in *3512-03: Allow 101x Equal Access Dialing* (page 841) enter **Yes**.
2. If no, in *3512-03: Allow 101x Equal Access Dialing* (page 841) enter **No**.

2.	Do you want to allow Equal Access 1010 + XXX dialing?

1. If yes, in *352x-1010-XXX / Local XXX (Equal Access Dialing)* (page 844) set up the Equal Access dialing Table.
   - *Be sure to initialize the table before programming it for the first time.*
   - You can make the table a deny table and enter just the codes you want to restrict, *or*
   - You can make the table an allow table and enter just the codes you want to allow.
   - By default, this type of dialing is allowed because the table is a deny table with no entries (i.e., it denies nothing).

2. If no, in *352x-1010-XXX / Local XXX (Equal Access Dialing)* (page 844) change the table to an allow table with no entries. This blocks all 1010 + XXX dialing.

1 + Long Distance Dialing Restrictions

1.	**Do you want to allow 1 + NPA or 1 + NXX dialing?**

1. If yes, in *353x-1+XXX / TBL-A XXX (NPA/NXX Dialing 3-Digit Table)* (page 846) set up the table.
  - *Be sure to initialize the table before programming it for the first time.*
  - You can make the table a deny table and enter just the codes you want to restrict, *or*
  - You can make the table an allow table and enter just the codes you want to allow.
  - By default, this type of dialing is allowed because the table is a deny table with no entries (i.e., it denies nothing).

2. If no, in *353x-1+XXX / TBL-A XXX (NPA/NXX Dialing 3-Digit Table)* (page 846) change the table to an allow table with no entries. This blocks all 1 + NPA/NXX dialing.

2.	**Do you want to have additional 6-digit (1 + NPA + NXX) dialing restriction?**

1. If yes, in *354x-1+XXX-XXX / TBL-A XXXXXXX (1 + NPA + NXX Dialing 6-Digit Table)* (page 848) set up the table.
  - *Be sure to initialize the table before programming it for the first time.*
  - You can make the table a deny table and enter just the codes you want to restrict, *or*
  - You can make the table an allow table and enter just the codes you want to allow.
  - By default, there is no 6-digit restriction because the table is a deny table with no entries (i.e., it denies nothing). The 1 + restriction is handled by the 1 + 3-digit table.

2. If no, in *354x-1+XXX-XXX / TBL-A XXXXXXX (1 + NPA + NXX Dialing 6-Digit Table)* (page 848) change the table to a deny table with no entries. This provides no 6-digit restriction.

Long Distance Dialing Restrictions

1.	**Do you want to allow NPA or NXX dialing?**

1. If yes, in *355x-XXX / TBL-B-XXX (NPA/NXX Dialing 3-Digit Table)* (page 850) set up the table.
  - *Be sure to initialize the table before programming it for the first time.*
  - You can make the table a deny table and enter just the codes you want to restrict, *or*
  - You can make the table an allow table and enter just the codes you want to allow.
  - By default, this type of dialing is allowed because the table is a deny table with no entries (i.e., it denies nothing).

2. If no, in *355x-XXX / TBL-B-XXX (NPA/NXX Dialing 3-Digit Table)* (page 850) change the table to an allow table with no entries. This blocks all 1 + NPA/NXX dialing.

2.	**Do you want to have additional 6-digit (NPA + NXX) dialing restriction?**

1. If yes, in *356x-XXX-XXX / TBL-B XXXXXX (NPA + NXX Dialing 6-Digit Table)* (page 852) set up the table.
  - *Be sure to initialize the table before programming it for the first time.*
  - You can make the table a deny table and enter just the codes you want to restrict, *or*
  - You can make the table an allow table and enter just the codes you want to allow.
  - By default, there is no 6-digit restriction because the table is a deny table with no entries (i.e., it denies nothing). The restriction is handled by the 3-digit table.

2. If no, in *356x-XXX-XXX / TBL-B XXXXXX (NPA + NXX Dialing 6-Digit Table)* (page 852) change the table to a deny table with no entries. This provides no 6-digit restriction.

Toll Restriction

Some Common Toll Restriction Examples

Note that the following 4 examples can be simultaneously programmed in the same system – just don't rein-itialize the Toll Restriction Tables in examples 2-4.

Example 1: Allowing Only Local Calling

Allow users to dial only 7-digit and 10-digit local numbers. All 1 + 7 digit, 1 + 10 digit, 0+, and Equal Access dialing is restricted.

1. Make sure the following are disabled:
   - *3512-01: Allow 0 + XXX Operator Assisted Dialing*
   - *3512-02: Allow 011 + XXX International Dialing*
   - *3512-03: Allow 101x Equal Access Dialing*
2. For Toll Level 1, be sure the following tables are set as allow tables with no entries. (This setting blocks all calls of the type specified by each table.)
   - *352x-1010-XXX / Local XXX (Equal Access Dialing)*
   - *353x-1+XXX / TBL-A XXX (NPA/NXX Dialing 3-Digit Table)*
   - *354x-1+XXX-XXX / TBL-A XXXXXX (1 + NPA + NXX Dialing 6-Digit Table)*
3. In *355x-XXX / TBL-B-XXX (NPA/NXX Dialing 3-Digit Table)*, make the table a deny table with no entries. (This will allow unrestricted dialing of 7-digit and 10-digit local numbers.)
4. In *356x-XXX-XXX / TBL-B XXXXXX (NPA + NXX Dialing 6-Digit Table)*, make the table a deny table with no entries.

Example 2: Setting Up 10-Digit Local Calling

Restrict 1 + 203 calls in a neighboring (foreign) area code, but allow 203 10-digit calls in the home area code.

1. For Toll Level 2, be sure Toll Restriction Tables *352x* through *356x* are deny tables with no entries. (This will allow unrestricted dialing.)
2. In *353x-1+XXX / TBL-A XXX (NPA/NXX Dialing 3-Digit Table)*, add code 203.
3. In *2102-02: Station Toll Level (Day)* and *2102-03: Station Toll Level (Night)*, assign Toll Level 2 to extensions.

Example 3: Preventing 1 + 900 Pay-Per-Call Charges

Restrict 1 + 900 calls.

1. For Toll Level 3, be sure Toll Restriction Tables *352x* through *356x* are deny tables with no entries. (This will allow unrestricted dialing.)
2. In *353x-1+XXX / TBL-A XXX (NPA/NXX Dialing 3-Digit Table)*, add code 900.
3. In *2102-02: Station Toll Level (Day)* and *2102-03: Station Toll Level (Night)*, assign Toll Level 3 to extensions.

Example 4: Permitting Only Toll-Free Dialing

Allow only 1 + 800 long distance calls.

1. For Toll Level 4, be sure Toll Restriction Tables *352x* and *0354x* through *0356x* are deny tables with no entries. (This will allow unrestricted dialing.)
2. In *353x-1+XXX / TBL-A XXX (NPA/NXX Dialing 3-Digit Table)*, set this table up as an allow table and add code 800.
3. In *2102-02: Station Toll Level (Day)* and *2102-03: Station Toll Level (Night)*, assign Toll Level 4 to extensions.

Other Related Features

Features

Direct Line Access (page 115)

Direct Line Access does not bypass Toll Restriction.

Flash (page 177)

> When an extension user with Toll Restriction enabled flashes a line, the system enforces Toll Restriction on any digits the user dials from the new dial tone. For example, if an extension user cannot dial 203 926 5400 before they flash, they cannot dial 203 926 5400 after they flash.

Forced Line Disconnect (page 182)

> Forced Line Disconnect does not bypass Toll Restriction.

Last Number Redial (page 219)

> Last Number Redial will not store a number denied by Toll Restriction.

Private Line (page 280)

> Toll Restriction restricts Private Lines just like any other line.

Regional Defaults (page 286)

> Changing the Regional Default to Latin America automatically enables the Latin American Toll Restriction package. ***Latin American Toll Restriction is not included in this manual.***

Save Number Dialed (page 298)

> Save Number Dialed will not store a number denied by Toll Restriction.

Speed Dial (page 315)

> The system enforces Toll Restriction on Speed Dial numbers as they are dialed, not as they are stored.

IntraMail Features

None

Operation

Toll Restriction operation is automatic.

Transfer

Description

Send the outside call you are on to a co-worker.

Transfer permits an extension user to send (i.e., extend) an active call to any other extension in the system, a Ring Group, UCD Group or voice mail. With Transfer, any extension user can quickly send a call to the desired co-worker. A call a user transfers automatically recalls if not picked up at the destination extension. If a transferred outside call is still unanswered, the call diverts to Key Ring. This assures that users do not lose or inadvertently abandon their transfers. An extension user can Transfer both outside calls and Intercom calls.

The system allows the following types of transfers:

❧ **Screened Transfer**
The transferring user announces the call to the destination before hanging up.

❧ **Unscreened Transfer**
The transferring party extends the call without an announcement.

Distinctive Flash Rate on Recall

Transfer recall features a distinctive flash rate for line keys (see the chart below). This allows the keyset extension user to easily differentiate new calls that are ringing from transferred calls that are recalling.

Distinctive Flash Rate on Transfer Recall	
For this type of call:	**You see this flash rate:**
Call that you transferred	Slow Flash (red)
Call that you initially transferred <u>recalling</u> your phone	Double Wink On (green)

Transfer Recall Display

The Transfer recall display occurs as the call is ringing the extension that initially transferred it as well as after the call diverts to Key Ring. It identifies:

❧ The type of call recalling the extension.

❧ The extension to which the call was initially transferred.

Handsfree Transfer

Handsfree Transfer allows an extension user to Transfer an outside call directly to a co-worker's speakerphone.

Hotline Automatic Transfer

With Hotline Automatic Transfer, the extension can Transfer their call to a co-worker just by pressing their Hotline key and hanging up. Without Hotline Automatic Transfer, the user must press **TRANSFER** *before* pressing the Hotline key. If the user frequently uses their Hotline key for one-button Transfer to co-workers, Hotline Automatic Transfer is recommended. If the user prefers to consult with their Hotline partner rather than Transfer, disabling Hotline Automatic Transfer would be helpful.

Conditions
• None

Default Setting
• Enabled
• Music On Hold for transferred callers is disabled.

Interaction Between Call Forwarding, Extension Hunting, and Transfer Recall

The following chart shows how the system handles Transfer Recall call routing when both Call Forwarding and Extension Hunting are enabled at the destination extension. ***Call Forwarding has priority over Extension Hunting.***

Call Forwarding and Type 1 (Ring No Answer Line) Extension Hunting			
Forwarding Type	**Destination Extension**		
	Ring No Answer	**Busy**	**In DND**
Busy/No Answer ***32**	• Call rings destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the forwarding destination for the *1601-03: Call Forward No Answer Timer* interval. • If still unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.	• Call rings the forwarding destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.	
Immediate ***34**	• Call rings the forwarding destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.		
No Answer ***36**	• Call rings destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the forwarding destination for the *1601-03: Call Forward No Answer Timer* interval. • If still unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.	• Call Camps-On to the destination for the *1601-03: Call Forward No Answer Timer* interval. • If unanswered, call rings the forwarding destination for the *1601-03: Call Forward No Answer Timer* Interval. • If still unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.	
Forwarding Off ***30**	• Call rings destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the hunt destination for the *1601-03: Call Forward No Answer Timer* interval. • If still unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.	• Call Camps-On to the destination for the *1601-03: Call Forward No Answer Timer* interval. • If unanswered, call rings the hunt destination for the *1601-03: Call Forward No Answer Timer* Interval. • If still unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.	

Call Forwarding and Type 2 (Ring No Answer / Busy Line) Extension Hunting and Call Forwarding and Type 3 (Ring No Answer / Busy All) Extension Hunting			
Forwarding Type	**Destination Extension**		
	Ring No Answer	**Busy**	**In DND**
Busy/No Answer ***32**	• Call rings destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the forwarding destination for the *1601-03: Call Forward No Answer Timer* interval. • If still unanswered, it rings the initial transferring designating for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.	• Call rings the forwarding destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.	
Immediate ***34**	• Call rings the forwarding destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.		
No Answer ***36**	• Call rings destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the forwarding destination for the *1601-03: Call Forward No Answer Timer* interval. • If still unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.	• Call Rings the hunt destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.	
Forwarding Off ***30**	• Call rings destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the hunt destination for the *1601-03: Call Forward No Answer Timer* interval. • If still unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.		

Call Forwarding and Type 4 (Busy Line) Extension Hunting			
Forwarding Type	**Destination Extension**		
	Ring No Answer	**Busy**	**In DND**
Busy/No Answer ***32**	• Call rings destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the forwarding destination for the *1601-03: Call Forward No Answer Timer* interval. • If still unanswered, it rings the initial transferring designating for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.	• Call rings the forwarding destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.	
Immediate ***34**	• Call rings the forwarding destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.		
No Answer ***36**	• Call rings destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the forwarding destination for the *1601-03: Call Forward No Answer Timer* interval. • If still unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.	• Call Rings the hunt destination for the *1601-03: Call Forward No Answer Timer* interval. • If unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.	
Forwarding Off ***30**	• Call rings destination for the *1603-01: Transfer Recall Timer* interval. • If unanswered, it rings the initial transferring destination for the *1601-03: Call Forward No Answer Timer* interval and then diverts to Key Ring.		

Features

Transfer

Programming

Transfer Recall

1.	**Does an unanswered Transfer ring an idle extension or Ring Group long enough before recalling the extension that initially transferred it?**

1. If yes, leave *1603-01: Transfer Recall Timer* (page 675) at its current setting.
2. If no, adjust *1603-01: Transfer Recall Timer* (page 675) as required.

2.	**Does an unanswered Transfer Camp-On to a busy destination extension long enough before recalling the extension that initially transferred it?**

1. For non-operator extensions:
   - If yes, leave *1601-03: Call Forward No Answer Timer* (page 670) at its current setting.
   - If no, adjust *1601-03: Call Forward No Answer Timer* (page 670) as required.
2. For operator extensions:
   - If yes, leave *1603-01: Transfer Recall Timer* (page 675) at its current setting.
   - If no, adjust *1603-01: Transfer Recall Timer* (page 675) as required.

3.	**If a transferred call is not picked up, recalls the transferring extension and remains unanswered, does it divert to Key Ring after the correct interval?**

1. If yes, leave *1601-01: Line No Answer Timer* (page 669) at its current setting.
2. If no, adjust *1601-01: Line No Answer Timer* (page 669) as required.

4.	**If a user transfers a call to a UCD Group, and it is not picked up, does it route to the programmed overflow destination after the proper interval?**

1. If yes, leave *1601-04: UCD No Answer Timer* (page 670) at its current setting.
2. If no, adjust *1601-04: UCD No Answer Timer* (page 670) as required.

Music on Hold for Transferred Callers

1.	**While a transferred caller waits to be picked up, should they hear Music on Hold or ringback?**

1. To hear Music on Hold:
   - Make sure the music source is properly connected.
   - In *1521-01: Enable Music on Hold* (page 659), enter **Yes**.
   - In *1521-02: Music on Hold for Transferred Calls* (page 659), enter **Yes**.
2. To hear ringback:
   - In *1521-02: Music on Hold for Transferred Calls* (page 659), enter **No**.
3. For each line, in *3103-05: Music On Hold Source* (page 816), assign the MOH source:
   - 0 for none.
   - 1 for audio input minijack 1.
   - 2 for audio input minijack 2.
   - 3 for internal tone 1.
   - 4 for internal tone 2.
   - 5 for IntraMail Message On Hold. See *Message On Hold* (page 541) for more.

Hotline Automatic Transfer

1.	**When transferring, should the user be able to press Hotline (without first pressing TRANSFER) to Transfer the call?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1401-13: Hotline Automatic Transfer* (page 632) enter **Yes**.
3. If no, in *1401-13: Hotline Automatic Transfer* (page 632) enter **No**.

Other Related Features

Features

Call Coverage Keys (page 40)
> An extension user can use a Call Coverage key to Transfer a call to the covered extension.

Call Forwarding (page 44)
> Call Forwarding will reroute transferred calls.

Call Waiting / Camp-On (page 58)
> Transfer can automatically Camp-On to a busy extension.

Direct Station Selection (DSS) (page 117)
> You can press your DSS key to Transfer a call instead of dialing a co-worker's extension number.

Do Not Disturb (page 143)
> DND blocks Transfer.

Door Box (page 147)
> An extension user cannot Transfer a call to a Door Box.

Extended Ringing (page 153)
> With Extended Ringing enabled, transferred outside calls ring the destination extension for the *Number of Extended Rings* before recalling the transferring extension.

Extension Hunting (page 154)
> Outside calls transferred to a Terminal or Circular Hunting group member activate hunting. In addition, outside calls transferred to a UCD Group master number activate hunting.

Group Call Pickup (page 184)
> An outside call transferred to an extension in a Pickup Group activates Group Call Pickup.

Group Ring (page 189)
> An extension user can Transfer a call to a Ring Group master number. If unanswered, the call will recall the extension from which it was transferred.

Hold (page 202)
> If an extension receiving a screened Transfer answers the screen and immediately hangs up (before the transferring extension), the call goes on Exclusive Hold at the transferring extension.

Hotline (page 207)
> An extension user can Transfer a call to their Hotline partner by pressing their Hotline key.

Intercom (page 211)
> The system cannot Transfer Intercom calls.

Key Ring (page 214)
> An unanswered call transferred to an extension diverts to Key Ring if unanswered at the transferring extension.

Music on Hold (page 246)
> With Music on Hold enabled, transferred callers can optionally listen to ringback or MOH while their call waits at the transfer destination. Music on Hold will also play to transferred callers camped-on to a busy UCD Group.

Off-Hook Signaling (page 255)
> An extension user can Transfer their current call to a co-worker or voice mail and then answer the waiting call. In addition, transferred calls can initiate Off-Hook Signaling.

Transfer

Reverse Voice Over (page 289)

> While idle, an extension user can use their Reverse Voice Over key to Transfer calls.

Station Message Detail Recording (page 328)

> The system assigns the SMDR record to the last extension on the call. For example, if extension 306 answers the call, talks for 20 minutes, and then Transfers the call to extension 302, extension 302 "owns" the entire call record as soon as they hang up.

Voice Mail (page 372)

> - Pressing **TRANSFER** + Call Coverage Key can Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).
> - Pressing a Hotline key can also Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).

Voice Over (page 385)

> An extension user can Voice Over after making a Screened Transfer and hearing busy/ring tone.

IntraMail Features

None

Operation

Using Transfer		In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**
To Transfer your call:		
1.	Do not hang up.	
2	Press **TRANSFER**.	
3.	Do one of the following.	

	a.	Dial your co-worker's extension.
		• To Transfer your call directly to your co-worker's mailbox, do this instead:
		  - Press **V-MAIL**.
		  - Dial their extension number.
		  - Hang up.

	b.	Press a DSS key.
	c.	Dial a Ring Group or UCD Group master number.
	d.	Press a Call Coverage or Hotline key. • If you have Hotline Automatic Transfer, you don't have to press **TRANSFER** before your Hotline key.
4.	Do one of the following.	
	a.	Announce call to make a Screened Transfer, then hang up.
	b.	Press the flashing line key to return to the call if your co-worker doesn't want it.
	c.	Hang up to send the call through unscreened. • The call will recall to you if unanswered by your co-worker. If you don't answer the recall, the call diverts to Key Ring.
	d.	Press **V-MAIL** to Transfer the call to your co-worker's mailbox.
5.	If the transferred call is not picked up (i.e., recalls), you see one of the following.	
	a.	If the extension that transferred the call doesn't have a name: **Transfer Recall** **STA 301**
	b.	If the extension that transferred the call has a programmed name: **Transfer Recall** **300: Attendant**

Transfer

Using Transfer	In these instructions: [Super Display Soft Key] [Keyset Soft Key]

To Transfer a call to your co-worker's speakerphone (i.e., use Handsfree Transfer):		
1.	Do one of the following.	
	a.	While on an outside call: • Press **TRANSFER**. • Dial you co-worker's extension number.
	b.	Press Hotline key for your co-worker.
2.	Listen for two beeps. • If you hear ringing instead of two beeps, you cannot use Handsfree Transfer.	
3.	Do one of the following.	
	a.	Press **FLASH** to send the call directly to your co-worker's speakerphone.
	b.	Press **TRANSFER** to get Intercom dial tone and select another co-worker for the Transfer.

Description

Available. See *Tandem Calls* / *Unsupervised Conference* (page 341) for more.

User Programmable Features

Description

Extension users can set up their telephones to meet their own unique requirements.

User Programmable Features allow an extension user to dial mnemonics to customize the way certain features work on their telephone. With User Programmable Features, there is no need to rely on a System Administrator or Communications Manager to set up each phone. These User-Programmable Features include:

- Call Forwarding Clear All
  See *Call Forwarding* (page 44) for more.
- Direct Station Selection (DSS) Assignment
  See *Direct Station Selection (DSS)* (page 117) for more.
- Feature Key Assignment
  See *Feature Keys* (page 169) for more.
- Feature Key Ringing for Call Coverage Keys, Group Call Pickup Keys, and Line Keys
  See *Call Coverage Keys* (page 40) for more.
  See *Group Call Pickup* (page 184) for more.
  See *Line Keys* (page 227) for more.
- Headset Mode
  See *Headset Compatibility* (page 198) for more.
- Hotline Key Assignment
  See *Hotline* (page 207) for more. (Note that a keyset user with a DSS Console can use the **#HL** user-programmable procedure to change the Hotline assignments on their console.)
- Off Hook Signaling Setup (including Camp-On, Off Hook Ringing for outside calls, and Voice Over for Intercom calls)
  See *Off-Hook Signaling* (page 255) for more.
- Paging (Incoming)
  See *Paging* (page 259) for more.
- Prime Line Assignment
  See *Prime Line Preference* (page 274) for more.
- Programmable Idle Menu Soft Keys (Super Display)
  See *Programmable Idle Menu Soft Keys (Super Display)* (page 282) for more.
- Ringing Line Preference
  See *Ringing Line Preference* (page 295) for more.
- Speed Dial Bin Setup (Personal and System)
  See *Speed Dial* (page 315) for more.
- Time and Date
  See *Time and Date* (page 349) for more.
- Voice Announce (For incoming Intercom calls)
  See *Intercom* (page 211) for more.

User Programmable Features				
To program a feature, press **#** and the feature's code. For example, to enable incoming Paging, press **#** and dial **V P Y**, then **SPEAKER** to hang up. By default, Call Forwarding Clear All, System Speed Dial, and Time and Date are only available to the attendant.				
Feature	Mnemonic	Numeric	Operation	Access Level
Call Forwarding Clear All	**#CC**	**#22**	**#CC** + **Y** to clear (cancel) forwarding or **N** to exit without clearing + **SPEAKER** to hang up.	4 and 5
Headset Mode	**#HS**	**#47**	**#HS** + **Y** to enable or **N** to disable + **SPEAKER** to exit.	3-5

<table>
<tr><td colspan="5" align="center">**User Programmable Features**</td></tr>
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</table>

Feature	Mnemonic	Numeric	Operation	Access Level
Hotline	**#HL**	#45	**#HL** + Press flashing Hotline key + Enter extension for new Hotline partner + **HOLD** + Program another Hotline key or **SPEAKER** to exit.	3-5
Off Hook Signaling	**#OHS**	#647	**#OHS** + Select mode (**1** = Outside line, **2** = Hotline partner, **3** = Intercom) + Select option (see below) + **SPEAKER** to exit. *For outside lines:* **1** = Camp-On tone, **2** = Off-hook Ringing, **CLEAR** = None *For Hotline partner:* **1** = Camp-On, **2** = Voice Over, **CLEAR** = None, *For Intercom:* **1** = Camp-On, **2** = Voice Over, **CLEAR** = None	3-5
Paging (Incoming)	**#VP**	#87	**#VP** + **Y** to enable or **N** to disable + **SPEAKER** to exit.	3-5
Prime Line Assignment	**#PLA**	#752	**#PLA** + Press one of your flashing programmable keys, **INTERCOM**, or **CLEAR** for none + **SPEAKER** to exit.	3-5
Feature Key Assignments	**#KP**	#57	**#KP** + Press key you want to program + **HOLD** + **INTERCOM** + Press **Volume Up** or **Volume Down** to select key option + **HOLD** + (Enter any additional data if required[1] + **HOLD**) + Press **Volume Up** or **Volume Down** to select another key to program, or **SPEAKER** twice to exit.	3-5
			[1] To set up a System Night key, press **CLEAR** instead of entering additional data.	
Feature Key Ringing	**#RAC**	#722	*Call Coverage Keys:* **#RAC** + Call Coverage Key repeatedly to select ringing mode + **SPEAKER** to exit. Call Coverage Keys flash as follows: Lamp only = On red, Immediate ring = On green, Delay ring = Fast flash green.	2-5
	#RAL	#725	*Outside Line Keys:* **#RAL** + Line Key repeatedly to select ringing mode + **SPEAKER** to exit. Line keys flash as follows: Lamp only = On red, Immediate ring = On green, Delay ring = Fast flash green, Night ring = Slow flash green.	
	#RAP	#727	*Group Call Pickup Keys:* **#RAP** + Group Call Pickup Key repeatedly to select ringing mode + **SPEAKER** to exit. Group Call Pickup Keys flash as follows: Lamp only = On red, Immediate ring = On green, Delay ring = Fast flash green.	
Programmable Idle Menu Soft Keys (Super Display)	**#SM**	#76	Press the soft key you want to program (or press **Volume Up** or **Volume Down** to scroll through the keys) + **HOLD** + **INTERCOM** + **Volume Up** or **Volume Down** to select key option + **HOLD** + **SPEAKER** to exit.	1-5

Features

User Programmable Features

			User Programmable Features	
To program a feature, press **#** and the feature's code. For example, to enable incoming Paging, press **#** and dial **V P Y**, then **SPEAKER** to hang up. By default, Call Forwarding Clear All, System Speed Dial, and Time and Date are only available to the attendant.
Feature	**Mnemonic**	**Numeric**	**Operation**	**Access Level**
Ringing Line Preference	**#RLP**	#757	**#RLP** + **Y** to enable or **N** to disable + **SPEAKER** to exit.	2-5
Speed Dial, Personal	**#SP**	#77	**#SP** + Press bin key (for bins 701-710) or dial the bin key (701-720) + **HOLD** + Dial outside line (e.g., 1), Line group (e.g., 90-98), or **ICM** for Intercom feature + **HOLD** + Number to store + **HOLD** twice + Name + **HOLD** + Press another bin key or **SPEAKER** to exit.	1-5
Speed Dial, System	**#SP**	#77	**#SP** + Dial System Speed Dial bin number (e.g., 201) + **HOLD** + Dial outside line (e.g., 1), Line group (e.g., 90-98), or **INTERCOM** for Intercom feature + **HOLD** + Number to store + **HOLD** twice + Name + **HOLD** + Dial another System Speed Dial bin or **SPEAKER** to exit.	4 and 5
System Program Access		#*#*	**#*#*** + Enter programming password	3-5
Time and Date	**#TD**	#83	**#TD** + Enter time in 24-hour clock using hours (2 digits), minutes (2 digits) and seconds (2 digits) + **HOLD** + Enter date using month (2 digits), day (2 digits) and year (4 digits) + **HOLD** + **SPEAKER** to exit.	4 and 5
Intercom Voice Announce (for incoming Intercom calls)	**#VA**	#82	**#VA** + **V** for voice announce or **R** for ring + **SPEAKER** to exit.	3-5

Conditions
• None

Default Setting
• Extension 300 has its access level fixed at 5. (This means that by default only extension 300 can dial #TD to change the system time and date.)
• All other extensions have access level 3.

Programming

| 1. | **Assign an extension's access level.** |

1. In *2102-04: User Programming Access Level* (page 725), assign an extensions access level (1-5).
   - Access level 5 has the most capability (see the tables above). Access level 1 has the least capability.
   - By default, extension 300 has its access level fixed at 5. All other extensions have Access Level 3.

Other Related Features

See the *Feature* heading in the above table.

Operation

See the *Operation* heading in the above table.

Voice Mail

Description

Voice mail ends the frustration and cost of missed calls, inaccurate written messages and telephone tag, freeing up the company's receptionists and secretaries for more production work.

The system is fully compatible with IntraMail, UltraMail, and NVM-Series Voice Mail with Automated Attendant Systems. These systems provide telephone users with comprehensive voice mail and Automated Attendant features. Automated Attendant automatically answers the system's incoming calls. After listening to a customized message, an outside caller can dial a system extension or use voice mail. *When installing voice mail, refer to the documentation provided with your voice mail system for the specifics.*

Integrated voice mail enhances the telephone system with the following features:

Call Forwarding to Voice Mail

An extension user can forward their calls to voice mail. Once forwarded, calls to the extension connect to that extension's mailbox. The caller can leave a message in the mailbox instead of calling back later. Forwarding can occur for all calls immediately, for unanswered calls or when the extension is busy, or just for unanswered calls.

Leaving a Message

Voice mail lets a keyset extension user easily leave a message at an extension that is unanswered, busy, or in Do Not Disturb. The caller just presses **V-MAIL** to leave a message in the called extension's mailbox. There is no need to call back later.

Transferring to Voice Mail

By using Transfer to Voice Mail, an extension user can Transfer a call to the user's own or a co-worker's mailbox. After the Transfer goes through, the caller can leave a message in the mailbox. The caller will hear the entire mailbox greeting after the Transfer goes through.

Conversation Record

While on a call, an extension user can have voice mail record the conversation. The keyset user just presses their Record key. Once recorded, the voice mail stores the conversation as a new message in the user's mailbox. After calling their mailbox, a user can save, edit or delete the recorded conversation. The ability to use Conversation Record is controlled by an extension's Class of Service.

Caution

The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation.Some of these laws incorporate strict penalties.

Conversation Record Key for a Co-worker's Mailbox

An extension user can have a Record key for a co-worker's mailbox. While on a call, the user can press the key to record their conversation directly into the co-worker's mailbox. The user can set up the Record key to record into any valid Subscriber Mailbox (including IntraMail Group Mailboxes and Master Mailboxes programmed as Subscriber Mailboxes). This could help a dispatcher, for example, that wants to record a conversation with a client right into the responsible technician's mailbox.

An extension can have multiple Record keys, each associated with a different mailbox. In addition, setting up a Record key for a co-worker's mailbox is also available on DSS Consoles.

Personal Answering Machine Emulation

> Refer to *Call Screening* (page 453). You may find that Call Screening better meets your requirements.

A keyset user can have their idle extension emulate a personal answering machine. This lets voice mail screen their calls, just like their answering machine at home. If activated, the extension's incoming calls route to the user's Subscriber Mailbox. Once the mailbox answers, the user hears the caller's incoming message. The keyset user can then:

- Let the call go through to their mailbox.
- Intercept the call before it goes to their mailbox.

Personal Answering Machine Emulation will intercept the following types of calls:

- Intercom calls
- Direct Inward Lines to the extension
- Automated Attendant Unscreened Transfers
- Automated Attendant Screened Transfers

Personal Answering Machine Emulation will not intercept a call manually transferred to an extension.

Voice Mail Overflow

Voice mail can be the *overflow destination* for the following types of calls (refer to the individual features for the specifics):

- *Direct Inward Line* (page 109)
  A line that directly rings an extension can overflow to voice mail.
- *Extension Hunting* (page 154)
  A line that rings an Extension Hunting group can overflow to voice mail.
- *Group Ring* (page 189)
  A line that rings a group of extensions can overflow to voice mail.
- *Key Ring* (page 214)
  A line ringing an extension's line keys can overflow to voice mail.

Message Center Mailbox

A Message Center Mailbox is a mailbox shared by more than one extension. Any keyset that has a Message Center Key for the shared mailbox can:

- Listen to the messages stored in the mailbox.
- Transfer calls to the shared mailbox.
- Use many other voice mail features previously available only at an extension's individual mailbox.

A Message Center Mailbox helps co-workers that work together closely - such as members of the same Pickup Group. For example, the group supervisor can send important messages to the shared Message Center Mailbox, to which any group member can respond when time allows. Each group member's Message Center Key flashes (green) when messages are waiting.

Interactive Soft Key Shows New Messages

The Display and Super Display Telephone interactive soft keys show the number of new messages in the user's mailbox. For example, if a Display Telephone user has 2 new messages in their mailbox, their voice mail soft key shows: **VM02**. If a Super Display Telephone user has 2 new messages in their mailbox, their voice mail soft key shows **V-Mail 02**. The new message count resets to 00 as soon as the user calls their mailbox (regardless of whether the new messages were listened to). The message count returns when the system updates the Ring/Message lamp on the phone.

Call Forwarding Timers and Voice Mail

The following diagram shows how the system handles an outside call transferred to an extension that is forwarded to voice mail.

Transferred Outside Call to Forwarded Extension

> Extension A transfers line to extension B, which is forwarded Busy/No Answer (type 2) to extension C.

1603-01: Transfer Recall Timer (page 675)

> The line rings extension B for the Transfer Recall time. See *Transfer* (page 358) for more.

1601-03: Call Forward No Answer Timer (page 670)

> If unanswered, the call then rings extension C (the forward destination) for the Call Forward Ring No Answer time.

1601-03: Call Forward No Answer Timer (page 670)

> If still unanswered, the call rings the extension that initially transferred the call (A) for the Call Forward Ring No Answer time.

> If still unanswered, call diverts to Key Ring.

Conditions
- If an extension has a flashing Ring/Message lamp and the system resets or power fails, the lamp continues to flash after the system restarts.
- When using SLIU PCBs, the number of external voice mail ports you can install is limited by available system DTMF receivers.
- When the system rings an idle voice mail port, it will continue to ring the port until answered. The call will not cycle to a another member of the UCD Group (as it will for voice calls).
- The system will never send a loop supervision disconnect signal (i.e., drop pulse) to voice mail ports.

Default Setting
- Voice mail is not installed.

Programming

Basic Installation

1.	**To install IntraMail:**

1. Turn the system off.
2. Plug in the IntraMail CompactFlash card.
   - In DSX-40, the card plugs directly into the equipment cabinet.
   - In DSX-80/160, the card plugs into the CPU PCB.
3. Normally, you should leave the following at their default settings:
   - *1312-01: Voice Mail Extension Number* (page 624) (**500-507**).
   - *4101-02: Voice Mail Master Number* (page 864) (**700**).
   - *4111-01: Voice Mail Port Name* (page 865) (**VM PORT #**).
   - *4112-02: Operator's Extension* (page 868) (**300**)
4. Turn the system on.
   - The IntraMail will automatically install.
5. Add additional IntraMail mailboxes as required.
   - In *2141-01: Station Mailbox Type* (page 766), enter **1**. This enables a Subscriber Mailbox for the extension.
   - By default in DSX-80/160, the first 16 mailboxes are enabled (extensions 300-315).
   - By default in DSX-40, the first 8 mailboxes are enabled (extensions 300-307).

2.	**To install UltraMail (DSX-80/160 only):**

1. Plug the UltraMail PCB into any available slot (2-8).
   - UltraMail will automatically install.
   - Refer to the *UltraMail/Aspire Mail System Guide* for the specifics.
2. Normally, you should leave the following at their default settings:
   - *1312-01: Voice Mail Extension Number* (page 624) (**500-507**).
   - *4101-02: Voice Mail Master Number* (page 864) (**700**).
   - *4111-01: Voice Mail Port Name* (page 865) (**VM PORT #**).
   - *4112-02: Operator's Extension* (page 868) (**300**)

3.	**To install NVM-Series:**

1. For analog NVM-Series (such as NVM-2e):
   - Plug each voice mail port into a corresponding analog port in the DSX system.
   - In *1202-Ports (Primary Station Ports)* (page 612), assign the analog ports used for voice mail station numbers 201-208 as required.
2. For digital NVM-Series (such as Digital VANGARD):
   - Plug each voice mail port into a corresponding digital port in the DSX System.
   - In *1202-Ports (Primary Station Ports)* (page 612), assign the digital ports used for voice mail station numbers 201, 203, 205, and 207 as required.
   - In *1203-Secondary Station Ports* (page 613), assign the digital ports used for voice mail station numbers 202, 204, 206, and 208 as required.
   - When complete, the assignments for an 8-port Digital VANGARD would be as follows:

NVM-Series Station Port Assignments			
Port 1	**Port 2**	**Port 3**	**Port 4**
Primary (1202) 201	203	205	207

NVM-Series Station Port Assignments			
	Port 1	**Port 2**	**Port 3**	**Port 4**
Secondary (1203)	202	204	206	208

3. In *4101-01: Voice Mail Type* (page 863), enter **4** (for external).

4. Normally, you should leave the following at their default settings:
   - *1312-01: Voice Mail Extension Number* (page 624) (**500-507**).
   - *4101-02: Voice Mail Master Number* (page 864) (**700**).
   - *4111-01: Voice Mail Port Name* (page 865) (**VM PORT #**).
   - *4112-02: Operator's Extension* (page 868) (**300**)

5. Follow the *System Guide* provided with your NVM-Series to start and program your voice mail.

Automated Attendant Answering

| 1. | **To set up the Automated Attendant to answer calls during the day:** |

1. In *3112-01: Direct Termination in the Day* (page 819), enter **700**.
2. To control the day/night mode of lines terminated to voice mail during the day, set up a *UCD* night key on your extension or DSS Console.
   - To set up a *UCD* night key on an extension:
     - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **18**.
     - In *2121-[01 to 24]: Feature Key Data* (page 758), enter **700**.
   - To set up a *UCD* night key on a DSS Console:
     - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **18**.
     - In *2402-[01-60]: DSS Console Key Data* (page 801), enter **700**.

| 2. | **To set up the Automated Attendant to answer calls only at night:** |

1. In *3112-04: Direct Termination at Night* (page 820), enter **700**.
2. If the line is set to Key Ring during the day, set up a *System* night key control the day/night mode of the line.
   - To set up a *System* night key on an extension:
     - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **18**.
     - In *2121-[01 to 24]: Feature Key Data* (page 758), press **CLEAR**.
   - To set up a *System* night key on a DSS Console:
     - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **18**.
     - In *2402-[01-60]: DSS Console Key Data* (page 801), press **CLEAR**.

| 3. | **Enable the extension to put the system into the night mode.** |

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. In *1402-05: Activate Night Mode* (page 634), enter **Yes**.
   - This capability is normally reserved only for attendants.

Voice Mail Overflow

| 1. | **Should outside calls overflow to voice mail if unanswered?** |

1. If yes for day mode answering:
   - In *3112-02: Enable Day Overflow* (page 819), enter **Yes**.
   - In *3112-03: Day Overflow Destination* (page 820), enter the day overflow destination. It can be:
     - An extension
     - A Ring Group
     - Another UCD Group master number (including the voice mail master number)
   - In *1601-04: UCD No Answer Timer* (page 670), adjust no answer interval as required.
2. If no for day mode answering:
   - In *3112-02: Enable Day Overflow* (page 819), enter **No**.
3. If yes for night mode answering:
   - In *3112-05: Enable Night Overflow* (page 820), enter **Yes**.
   - In *3112-06: Night Overflow Destination* (page 821), enter the day overflow destination. It can be:
     - An extension
     - A Ring Group
     - Another UCD Group master number (including the voice mail master number)
   - In *1601-04: UCD No Answer Timer* (page 670), adjust no answer interval as required.
4. If no for night mode answering:
   - In *3112-05: Enable Night Overflow* (page 820), enter **No**.

Voice Mail

2.	**Do unanswered calls ring the overflow destination for the proper interval before diverting to Key Ring?**

1. If yes, leave *1601-02: DIL No Answer Timer* (page 669) at its current setting.
2. If no, adjust *1601-02: DIL No Answer Timer* (page 669) as required.

3.	**When all voice mail ports are busy, should the caller wait for an idle port or overflow to an alternate destination?**

1. To wait for an idle port:
   - In *2302-01: UCD Group Overflow Destination* (page 792), enter None (by pressing **CLEAR**).
2. To overflow:
   - In *2302-01: UCD Group Overflow Destination* (page 792), enter the UCD Overflow destination. The destination can be:
     - An Extension number
     - A UCD Group master number (700-707)
     - A Voice mail master number (700)
     - A Ring Group master number (600-607)
   - In *1601-04: UCD No Answer Timer* (page 670), adjust the UCD no answer interval as required.

Conversation Record

1.	**Should extension be able to use Conversation Record?**

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1401-06: Conversation Record* (page 629) enter **Yes**.
3. If no, in *1401-06: Conversation Record* (page 629) enter **No**.

2.	**Optionally put a Record key on the extension or DSS Console.**

You can use the **Record [Rec]** soft key in lieu of a Record Feature Key.

1. To set up a Record key on an extension:
   - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **17**.
   - In *2121-[01 to 24]: Feature Key Data* (page 758), enter the number of the extension whose mailbox should record the conversation (i.e., your own or a co-worker's).
2. To set up Record key on a DSS Console:
   - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **17**.
   - In *2402-[01-60]: DSS Console Key Data* (page 801), enter the number of the extension whose mailbox should record the conversation (i.e., your own or a co-worker's).

Message Center

1.	**Set up Message Center keys on the extension or DSS Console.**

1. To set up a Message Center key on an extension:
   - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **24**.
   - In *2121-[01 to 24]: Feature Key Data* (page 758), enter Message Center mailbox number.
2. To set up Message Center key on a DSS Console:
   - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **24**.
   - In *2402-[01-60]: DSS Console Key Data* (page 801), enter Message Center mailbox number.
3. For more on Message Center, see the *System Guide* that came with your voice mail.

Other Related Features

Features

Account Codes (page 14)
- Voice mail callout features (such as Message Notification) may interact with Account Codes if the callout number contains # characters.

Attendant Position (page 24)
- STRF transfers to the attendant from the voice mail Automated Attendant flash the Operator Call key and the Ring Indicator lamp. The call does not flash a line/loop key. (Note that Ringing Line Preference will not pick up a call ringing the attendant's Operator Call key.)
- UTRF transfers to the attendant from the voice mail Automated Attendant flash the line's line/loop key and the Ring Indicator lamp.

Call Forwarding (page 44)

You can forward calls voice mail.

Caller ID (page 63)

Caller ID fully integrates with NVM-Series voice mail systems.

Direct Inward Line (page 109)
- The voice mail Automated Attendant will answer a DIL terminated to the voice mail Master Number.
- If a DIL is terminated to the voice mail master number, a System Mode key (code 18 + the voice mail number) controls the night mode status of the DIL.

Direct Station Selection (DSS) Console (page 120)

A DSS Console can have voice mail Record and Message Center keys.

Extension Hunting (page 154)
- To set up extension overflow to voice mail:
  - In *2115-01: Hunt Type* (page 746), enter Hunt Type 3.
  - In *2115-01: Hunt Destination* (page 746), designate the voice mail master number as the Hunt Destination.
  - Unanswered calls, in addition to calls to the extension while it is busy or in DND, route to the extension's mailbox.
- For Terminal and Circular Hunting, unsupervised transfers (UTRF) from the voice mail Automated Attendant route like outside calls. Supervised transfers (STRF) from the voice mail Automated Attendant route like Intercom calls. In either case, unanswered calls eventually route to the initially called extension's mailbox.
- When an extension user with Ring No Answer/Busy Terminal Hunting to voice mail parks a call at a co-worker's extension, the call recalls to them if not picked up. If still unanswered, the call diverts to Key Ring.

Message Waiting (page 238)

A system can have either voice mail or Message Waiting activated — not both.

Ringdown Extension (page 293)

If the Ringdown destination is the voice mail master number, the Ringdown Extension user hears the voice mail remote logon prompt ("*Please enter your mailbox number*") after the call connects.

Transfer (page 358)
- Pressing **TRANSFER** + Call Coverage Key can Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).
- Pressing a Hotline key can also Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).

IntraMail Features

None

Voice Mail

Operation

The Voice Mail Basics	In these instructions: [Super Display Soft Key] [Keyset Soft Key]

To call your mailbox:

1.	(Optional) Check the status of your mailbox. • On your display, **V-Mail xx [VMxx]** is the number of new messages in your mailbox. • In addition, your Ring/Message lamp flashes fast (red) when you have new messages.
2.	Press **V-MAIL**. • **V-MAIL** is on (red) while you are connected to your mailbox.
3.	If requested, enter your Security Code.

To hang up while using your mailbox:

1.	Press **V-MAIL**. • The key goes out.

To leave a message in the mailbox of an unanswered extension:
• The extension can be busy, in DND, or unanswered.

1.	Press **V-MAIL**. • Voice mail will prompt you to leave a message.

Activating or Canceling Call Forwarding to your Mailbox	In these instructions: [Super Display Soft Key] [Keyset Soft Key]

To activate or cancel Call Forwarding to your mailbox:

1.	Select the Call Forwarding options.	
	[Menu + Call Forward] **[Menu + Cfwd]**	Alternately do one of the following: • Press **INTERCOM** and dial ***3**. • Press your Call Forwarding Feature Key.
2.	Select or cancel a Call Forwarding type.	
	[Immediate] **[Imm]**	Select Call Forwarding Immediate. • Alternately dial **4**.
	[Ring/No Ans] **[RNA]**	Select Call Forwarding when Not Answered. • Alternately dial **6**.
	[Busy/No Ans] **[BNA]**	Select Call Forwarding when Busy or Not Answered. • Alternately dial **2**.
	[None] **[MORE + MORE + NONE]**	Select to cancel Call Forwarding. • Alternately dial **0**.
3.	Press **V-MAIL**.	
4.	Select the Call Forwarding mode.	
	[All] **[All]**	Select forwarding all calls. Alternately dial **2**.
	[Line Only] **[Line]**	Select forwarding outside calls only. Alternately dial **8**.

Transferring Calls to a Mailbox	**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**

To Transfer your active call to a mailbox:

Method A (Ring first, then Transfer)

1.	Press **TRANSFER**.
2.	Dial the number of the mailbox to receive the Transfer. • You can optionally press the DSS key for your co-worker. • To transfer the call to your own mailbox, dial your extension number.
3.	Press **V-MAIL** and hang up. • Voice mail will prompt your caller to leave a message. • The caller will hear the *entire* mailbox greeting after the Transfer goes through.
4.	Press **SPEAKER** to hang up.

Method B (Transfer without first ringing)

1.	Press **TRANSFER**.
2.	Press **V-MAIL**.
3.	Dial the number of the mailbox to receive the Transfer. • You can optionally press the DSS key for your co-worker. • Voice mail will prompt your caller to leave a message. • The caller will hear the *entire* mailbox greeting after the Transfer goes through.
4.	Press **SPEAKER** to hang up.

Method C (Using a Call Coverage or Hotline key)

1.	Press **TRANSFER**. • If your extension has Hotline Automatic Transfer, skip this step.
2.	Press the Call Coverage or Hotline key.
3.	Press **V-MAIL**. • Voice mail will prompt your caller to leave a message. • The caller will hear the *entire* mailbox greeting after the Transfer goes through.
4.	Press **SPEAKER** to hang up.

Features

Voice Mail

Using Conversation Record	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**

To record your active call in a mailbox:

1.	Do one of the following.		
	a.		Press a Record Feature Key on your extension or DSS Console. • The record key can be assigned to yours or a co-worker's mailbox. • The key will flash fast (green) on your keyset; flash fast (red) on your DSS Console.
	b.	**[Record]** **[Rec]**	Select to record your conversation. • The Conversation Record soft key is only available for outside calls.
2.	Once recording begins: • You and your caller hear the voice prompt "*Recording*." • You see: **RECORD MAILBOX XXX** (where XXX is the number of the mailbox into which the conversation is recording).		

To turn Conversation Record off:

1.	Do one of the following. • The portion of the call already recorded is sent to your mailbox as a new message.	
	a.	Press **V-MAIL**.
	b.	Press a Record Feature Key on your extension or DSS Console.

Using the Message Center	In these instructions: **[Super Display Soft Key]** **[Keyset Soft Key]**

To call the Message Center:

1.	(Optional) Check the status of the Message Center. • The Message Center key flashes fast when there are new messages waiting in the Message Center Mailbox.
2.	If requested, enter your Security Code. • The Message Center key goes out.

To Transfer a call to the Message Center:

1.	While on an Intercom or outside call, press the Message Center key.
2.	Hang up. • Your caller will be prompted to leave a message in the Message Center Mailbox.

Using Answering Machine Emulation		**In these instructions:** [Super Display Soft Key] [Keyset Soft Key]

To activate or cancel Personal Answering Machine Emulation:
  - Refer to *Call Screening* (page 453). You may find that Call Screening better meets your requirements.

1.	Select the Call Forwarding options.	

	[Menu + Call Forward]
	[Menu + Cfwd]
		Alternately do one of the following:
		  • Press **INTERCOM** and dial ***3**.
		  • Press your Call Forwarding Feature Key.

2.	Select or cancel a Personal Answering Machine Emulation.	

	[Ans Machine]
	[MORE + AME]
		Select Personal Answering Machine Emulation.
		  • Alternately dial **7**.
		  • Skip to *Personal Answering Machine Emulation* (page 373) for more.

	[None] [MORE + MORE + NONE]	Select to cancel Call Forwarding. • Alternately dial **0**.
3.	Select the Call Forwarding mode.	
	[All] [All]	Select forwarding all calls. Alternately dial **2**.
	[Line Only] [Line]	Select forwarding outside calls only. Alternately dial **8**.

When Personal Answering Machine Emulation broadcasts your caller's voice:

1.	Do one of the following.	
	a.	Do nothing to have the caller's message automatically recorded in your mailbox.
	b.	Press **SPEAKER** or lift the handset to intercept the call. • If your extension is in the headset mode, you can only press **SPEAKER**.
	c.	<u>With Call Screening disabled:</u> Press **V-MAIL** to stop the broadcast and send the call directly to your mailbox.
	d.	<u>With Call Screening enabled:</u> Press **V-MAIL** to switch to the Call Screening mode. • See *Call Screening* (page 453) for more.

Refer to *Call Screening* (page 453). You may find that Call Screening better meets your requirements.

User Programmable Features

Setting up a Conversation Record Key			
Feature	**Mnemonic**	**Operation**	**Access Level**
Voice Mail	**#KP (#57)**	**#KP** + Press key you want to program + **HOLD** + Dial **17** + Enter mailbox number or 0 for your own mailbox + **HOLD** + **SPEAKER** twice to exit.	3-5

Setting up a Message Center Key			
Feature	**Mnemonic**	**Operation**	**Access Level**
Voice Mail	**#KP (#57)**	**#KP** + Press key you want to program + **HOLD** + Dial **24** + Enter mailbox number + **HOLD** + **CONF** + **SPEAKER** twice to exit.	3-5

Description

Get through to a co-worker busy on a handset call — without interrupting their call.

Voice Over lets a user get through to a keyset extension user busy on a handset call. With Voice Over, the busy keyset extension user hears an alert tone followed by the voice of the interrupting party. The keyset extension user can respond to the interrupting party without being heard by the original caller. If desired, the keyset extension user can easily switch between their original caller and the interrupting co-worker. The original caller and the interrupting party can never hear each other's conversation.

Voice Over could help a lawyer, for example, waiting for an urgent call. While on a call with another client, the lawyer's paralegal could announce the urgent call as soon as it comes in. The lawyer could then give the paralegal instructions on how to handle the situation — all without the original client hearing the conversation.

Either a keyset or SLT can initiate a Voice Over, but only a keyset can receive a Voice Over.

Voice Over uses a system Conference circuit. The following table shows the system's Conference capacities:

Description	Capacity
Conference circuits	32
Maximum simultaneous users in Conference (total of all Conferences system-wide)	32
Maximum simultaneous conferences	8
Maximum parties in any one Conference (lines and/or extensions)	8

The system's 32 Conference circuits are dynamically allocated as users request them.

Conditions
- None

Default Setting
- Disabled

Programming

1. **When an Intercom call is waiting, should the extension be able to receive a Voice Over?**

1. If yes, in *2116-01: Off Hook Signaling for Incoming Intercom Calls* (page 749) enter **2**.

2. If no, in *2116-01: Off Hook Signaling for Incoming Intercom Calls* (page 749) enter **0** (no Off-Hook Signaling or **1** (Camp-On).

2. **When an Intercom call from their Hotline partner's Hotline key is waiting, should the extension be able to receive a Voice Over?**

1. If yes, in *2116-02: Off Hook Signaling for Calls from Hotline Partner* (page 749) enter **2**.

2. If no, in *2116-02: Off Hook Signaling for Calls from Hotline Partner* (page 749) enter **0** (no Off-Hook Signaling or **1** (Camp-On).

Features

Voice Over

Other Related Features

Features

Attendant Position (page 24)
> An operator cannot receive a Voice Over from a co-worker since their extension is never busy to Intercom callers.

Call Coverage Keys (page 40)
> An extension can Voice Over after calling a co-worker by pressing their Call Coverage key.

Conference (page 89)
> An extension user cannot Voice Over to a co-worker busy on a Conference call.

Direct Station Selection (DSS) (page 117)
> An extension can Voice Over after using Direct Station Selection to call a co-worker.

Headset Compatibility (page 198)
> An extension user cannot Voice Over to a co-worker in the headset mode.

Hotline (page 207)
> An extension can Voice Over after calling a co-worker by pressing their Hotline key.

Intercom (page 211)
> An extension user can Voice Over to a co-worker busy on an Intercom call.

Message Waiting (page 238)
> An extension user cannot leave a Message Waiting after using Voice Over.

Hotline (page 207)
> When a user is busy on a call, Off-Hook Signaling indicates that another caller is trying to get through.

Single Line Telephones (page 305)
> An SLT can initiate a Voice Over but cannot receive a Voice Over.*Hotline* (page 207)

Speed Dial (page 315)
> An extension user can Voice Over after calling a co-worker by using Personal Speed Dial.*Hotline* (page 207)

Transfer (page 358)
> An extension user can Voice Over after making a Screened Transfer and hearing busy/ring tone.*Hotline* (page 207)

IntraMail Features

None

Operation

Using Voice Over			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To initiate a Voice Over to a busy extension:			
1.	Listen for busy/ring tone. • If you don't hear busy ring, you cannot Voice Over.		
2.	Do one of the following.		
	a.	**[Vovr]** **[Voice Over]**	Press to select Voice Over, then speak with your co-worker.
	b.	Dial **9**, then speak with your co-worker.	
To respond to a Voice Over alert one to your extension:			
1.	Listen for two beeps while on a call.		
2.	Press and hold **MUTE**.		
3.	Release **MUTE** to talk to your initial caller. • You can repeat this procedure as long as Voice Over initiator doesn't hang up.		

Features

Volume, Brightness, and Contrast Controls

Description

Easily adjust the volume of ringing, Paging, and other features.

A keyset user can press **Volume Up** and **Volume Down** to interactively adjust the volume of the following features while they are active:

- Intercom handset calls
- Intercom Handsfree calls
- Outside handset calls
- Outside Handsfree calls
- Paging receive volume
- Background Music
- Ringing
- Off-Hook Ringing

There are nine steps in the Volume Control adjustment range. This makes it easier for the keyset user to set up just the right volume levels. The settings a user makes are retained after a system reset or power-down.

Volume Control Presets

The volume control presets allow the keyset user to preset the default volume for Ringing, Off-Hook Ringing, and incoming Page announcements while their telephone is idle. Presets for the remaining volume controls are not required since the user can easily adjust those volumes while idle. For example, to adjust the volume of Background Music, just press **HOLD** to active BGM and then adjust the volume.

Display Brightness and Contrast Control

While a keyset is idle, pressing **Volume Up** or **Volume Down** adjusts the contrast of the display. There are eight user-selectable contrast control values. The value a user sets is "remembered" by the system and automatically restored in the event of a power down or system reset.

Display Brightness and Contrast Control Presets

The brightness and contrast control presets let the keyset user preset the default active brightness, idle brightness, and contrast for their keyset display. The brightness presets are not available to a 24-button keyset since it doesn't offer a backlit display.

Conditions
- None

Default Setting
- Enabled

Programming

Volume Settings

1.	Should the system remember the volume settings you set for outside calls?

1. If yes, in *2111-07: Retain Line Volume Setting* (page 732) enter **Yes**.
2. If no, in *2111-07: Retain Line Volume Setting* (page 732) enter **No**.

Display Backlight and Key Pad Illumination Controls

2.	Set up the telephone display backlight and key pad illumination controls.

1. These options *do not* apply to 24-button keysets since they have neither backlit displays nor illuminated key pads.
2. In *2104-01: Backlight Brightness While Active* (page 729), set the telephone's backlight brightness while it is active.
   - **0** for backlight off
   - **1** - **8** for relative brightness settings 1-8
3. In *2104-02: Backlight Brightness While Idle* (page 729), set the telephone's backlight brightness while it is idle.
   - **0** for backlight off
   - **1** - **8** for relative brightness settings 1-8
4. In *1605-05: Backlight Idle Timer* (page 681), set how long (**1**-**99** seconds) an extension must be idle before it reverts to its idle backlight brightness setting.
5. In *2104-03: Key Pad Illumination* (page 729), enable (**1**) or disable (**0**) the key pad illumination.
   - If enabled, the key pad will illuminate when the backlit display is active.

Other Related Features

Features

Alphanumeric Display (page 21)
> While a feature is active, pressing a **VOLUME** key adjusts the volume of the active feature. While the telephone is idle, pressing a **VOLUME** key adjusts the display contrast. A system reset or power down returns the user-set contrast setting to a median level.

Call Waiting / Camp-On (page 58)
> The extension user cannot adjust the volume of incoming Camp-On tones.

Intercom (page 211)
> The default Intercom (station-to-station) gain is 0 dB. While on an Intercom call, use **Volume Up** and **Volume Down** to change this setting.

IntraMail Features
> None

Volume, Brightness, and Contrast Controls

Operation

Adjusting your Telephone's Volume		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To interactively adjust the volume while a feature is active:		
1	While the feature is active, press **Volume Up** and **Volume Down**. • Pressing **Volume Up** and **Volume Down** while idle adjusts the telephone's display contrast.	
To adjust the display contrast:		
1.	While your telephone is idle, press **Volume Up** and **Volume Down**. • You see a display similar to: Contrast ------ 4 • If you see BGM instead, your telephone is in the Background Music mode. Press **HOLD** and try again.	
To set up the volume control presets:		
1.	[Menu + Volume] [Menu + MORE + Vol]	Select the volume control preset mode.
2.	Do one of the following.	
a.	[Ring] [Ring]	• Select to preset the ringing volume. • When you see Ring ------, press **Volume Up** and **Volume Down** to adjust the incoming ring volume (1-9).
b.	[Off-Hook Ring] [Ofhk]	• Select to preset the off-hook ringing volume. • When you see OffHk Ring ------, press **Volume Up** and **Volume Down** to adjust the Off-Hook Ringing volume (1-9).
c.	[Page] [Page]	• Select to preset the Page receive volume (1-9). • When you see Page ------, press **Volume Up** and **Volume Down** to adjust the incoming Page volume.
d.	[Exit] [Exit]	Select to exit the Volume Control preset mode.

Volume, Brightness, and Contrast Controls

			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
	Adjusting your Telephone's Volume		
**To set up the display brightness, contrast control, and dial pad illummination presets:**

1.	[Menu + Display] [Menu + MORE (2 or 3 times) + Dsply]		Select the display preset mode.
2.	Do one of the following.		
	a.	[Contrast] [Cont]	• Select the display contrast preset. • When you see **Contrast ------**, press **Volume Up** and **Volume Down** to set the contrast preset (0-8).
	b.	[Brightness + Active] [Brght + Actv]	• Select the active brightness preset. • When you see **Active ------**, press **Volume Up** and **Volume Down** to set the active brightness preset (0-8).
	c.	[Brightness + Idle] [Brght + Idle]	• Select the idle brightness preset. • When you see **Idle ------**, press **Volume Up** and **Volume Down** to set the idle brightness preset (0-8).
	d.	[Dial Pad] [DlPad]	• T select the dial pad illumination preset, do one of the following.
		[On] [On]	Turn dial pad illumination on.
		[Off] [Off]	Turn dial pad illumination off.
		[Exit]	Select to exit the display brightness and contrast control presets.
	3.	[Exit] [Exit]	Select to exit the display brightness and contrast control presets.

Features

Walking Class of Service

Description

An extension user can temporarily use their Toll Restriction and Class of Service options at a co-worker's phone.

Walking Class of Service allows an extension user to temporarily implement their Toll Restriction and Class of Service settings at a co-worker's keyset. This is normally used to override dialing restrictions at a telephone. For example, an executive with an unrestricted phone can walk to any keyset in the building, implement Walking Class of Service, and dial without restriction. *After the keyset goes idle, Walking Class of Service remains in effect for 10 seconds.* This permits the user to make multiple calls before the keyset returns to its normal restrictions.

Walking Class of Service and Extension Locking

Walking Class of Service overrides Extension Locking. For example:

❧ Extension 301 is permitted by their Class of Service and Toll Restriction to use Paging and place long distance calls.

❧ Extension 306 locks their extension. While locked, Class of Service 15 prevents Paging and Toll Level 7 prevents long distance calls. These features are no longer available at extension 306.

❧ The extension 301 user goes to extension 306 and implements Walking Class of Service.

❧ The extension 301 user can then use 306 to make long distance calls and Page (even though 306 was locked to prevent those features).

Conditions
• None

Default Setting
• Day and Night Walking Class of Service disabled in an extension's Class of Service.

Programming

1.	Should extension have Walking Class of Service capability?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

2. If yes:
- For day mode Walking Class of Service, in *1412-01: Walking Class of Service (Day)* (page 649), enter **Yes**.
- For night mode Walking Class of Service, in *1412-02: Walking Class of Service (Night)* (page 649), enter **Yes**.
- In *2102-05: Station PIN Code* (page 725), enter the extension's PIN code (four digits, using 0-9, # and *).

3. If no:
- To prevent day mode Walking Class of Service, in *1412-01: Walking Class of Service (Day)* (page 649), enter **No**.
- To prevent night mode Walking Class of Service, in *1412-02: Walking Class of Service (Night)* (page 649), enter **No**.

Other Related Features

Features

Extension Locking (page 166)
> Extension Locking and Walking Class of Service share the same PIN code.

Single Line Telephones (page 305)
> Walking Class of Service is not available to single line telephone users.

Station Message Detail Recording (page 328)
> When an extension user implements Walking Class of Service and places an outside call, the system assigns the SMDR record to the users's extension. The system does not assign the record to the extension at which the call was placed. For example, if the extension 301 user walks to extension 306, implements Walking Class of Service and dials an outside call, the SMDR record is assigned to extension 301. It is not assigned to extension 306.

IntraMail Features

> None

Operation

Using Walking Class of Service	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To enable Walking Class of Service at a co-worker's extension:	
1.	Press **INTERCOM**.
2.	Dial **##0**. • You see: **WALKING COS** **ENTER EXTENSION:**
3.	Enter *your own* extension number + **HOLD**. • You see: **xxx: WALKING COS** **ENTER PIN CODE:**
4.	Enter *your own* PIN number + **HOLD**. • You'll hear error tone if your extension does not have Walking Class of Service capability. • If your entry is not accepted, you have either entered the wrong PIN number or your extension has no PIN number assigned.
5.	Place any call or use any feature allowed by your Toll Restriction and Class of Service settings. • You can place additional calls. • Walking Class of Service automatically deactivates if the extension is idle for longer than 10 seconds.

Entering or Changing Your PIN Number	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To enter your PIN number (if you don't have one assigned):	
1.	Press **INTERCOM** and dial **##6**.
2.	When you see **ENTER NEW PIN:** • Enter your new PIN number + **HOLD**. • When entering your PIN number: - **CLEAR** erases your entire entry. - **REDIAL** backspaces over (erases) the last digit entered.
3.	When you see **REENTER NEW PIN:** • Confirm your entry by reentering your new PIN number.

Walking Class of Service

<table>
<tr>
<td colspan="3">Entering or Changing Your PIN Number</td>
<td>In these instructions:
[Super Display Soft Key]
[Keyset Soft Key]</td>
</tr>
<tr>
<td>4.</td>
<td colspan="3">When you see NEW PIN ACCEPTED:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[Exit]
[Exit]</td>
<td></td>
</tr>
<tr>
<td colspan="4"></td>
</tr>
<tr>
<td colspan="4">To change your PIN number (if you already have one assigned):</td>
</tr>
<tr>
<td>1.</td>
<td colspan="3">Press INTERCOM and dial ##6.</td>
</tr>
<tr>
<td>2.</td>
<td colspan="3">When you see ENTER PIN CODE:
  • Enter your current PIN number + HOLD.</td>
</tr>
<tr>
<td>3.</td>
<td colspan="3">When you see ENTER NEW PIN:
  • Enter your new PIN number + HOLD.
  • When entering your PIN number:
    - CLEAR erases your entire entry.
    - REDIAL backspaces over (erases) the last digit entered.</td>
</tr>
<tr>
<td>4.</td>
<td colspan="3">When you see REENTER NEW PIN:
  • Confirm your entry by reentering your new PIN number.</td>
</tr>
<tr>
<td>5.</td>
<td colspan="3">When you see NEW PIN ACCEPTED:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[Exit]
[Exit]</td>
<td>Select to exit PIN number programming.</td>
</tr>
</table>

IntraMail
Features

Introduction

How To Use This Chapter

> **If you are not familiar with the IntraMail features, review
> the <u>IntraMail Feature Glossary</u> on page 402.**

This chapter provides detailed information on the IntraMail features. Similar to the *Features* chapter, the IntraMail features in this chapter are in alphabetical order, like a dictionary. This chapter subdivides each feature definition into headings as follows:

- **Description**
  Read *Description* to get an overview of the feature, its benefit, any special considerations you should be aware of, and how it works in the default system. For specific default settings on each IntraMail programmable option, follow the cross-reference to that option.

- **Programming**
  Here you'll find easy to follow step-by-step programming instructions on how to activate and/or customize the IntraMail feature. If you need more detail about an option, follow the cross-reference to that option.

- **Other Related Features**
  Other Related Features shows you at a glance how the feature interacts with other IntraMail features.

- **Operation**
  Operation provides convenient operation charts for each IntraMail feature (similar to the charts used in the *Features* chapter).

Start-Up (Default) Configuration

Without IntraMail Installed
The Built-In Automated Attendant is enabled. See page 436 for more.

With IntraMail Installed
IntraMail automatically assigns a mailbox to each extension in the number plan.

- By default in DSX-40, only the first 8 (300-307) Subscriber Mailboxes are active/enabled.

- By default in DSX-80/160, only the first 16 (300-315) subscriber mailboxes are active/enabled.

- The IntraMail Automated Attendant *does not* answer outside calls.

Start-Up IntraMail Programming

1.	**Enable the mailboxes for all installed extensions (not for Built-In Automated Attendant).**

1. Add additional IntraMail mailboxes as required.
- In *2141-01: Station Mailbox Type* (page 766), enter **1**. This enables a Subscriber Mailbox for the extension.
- By default in DSX-80/160, the first 16 mailboxes are enabled (extensions 300-315).
- By default in DSX-40, the first 8 mailboxes are enabled (extensions 300-307).

2.	**Set up the Automated Attendant to answer outside calls during the day.**

1. In *3112-01: Direct Termination in the Day* (page 819), enter 700.

3.	**Set up the Automated Attendant to answer outside calls at night.**

1. In *3112-04: Direct Termination at Night* (page 820), enter 700.

4.	**Check the Answer Table assignment.**

1. In *3131-02: IntraMail Answer Table Assignment* (page 828), check the line's Answer Table assignment.
- Initially, you should leave all lines assigned to Answer Table 1.
- See *Answer Tables* (page 420) for more.

5.	**Review the default Automated Attendant setup.**

1. The block diagram below shows the default Automated Attendant configuration.
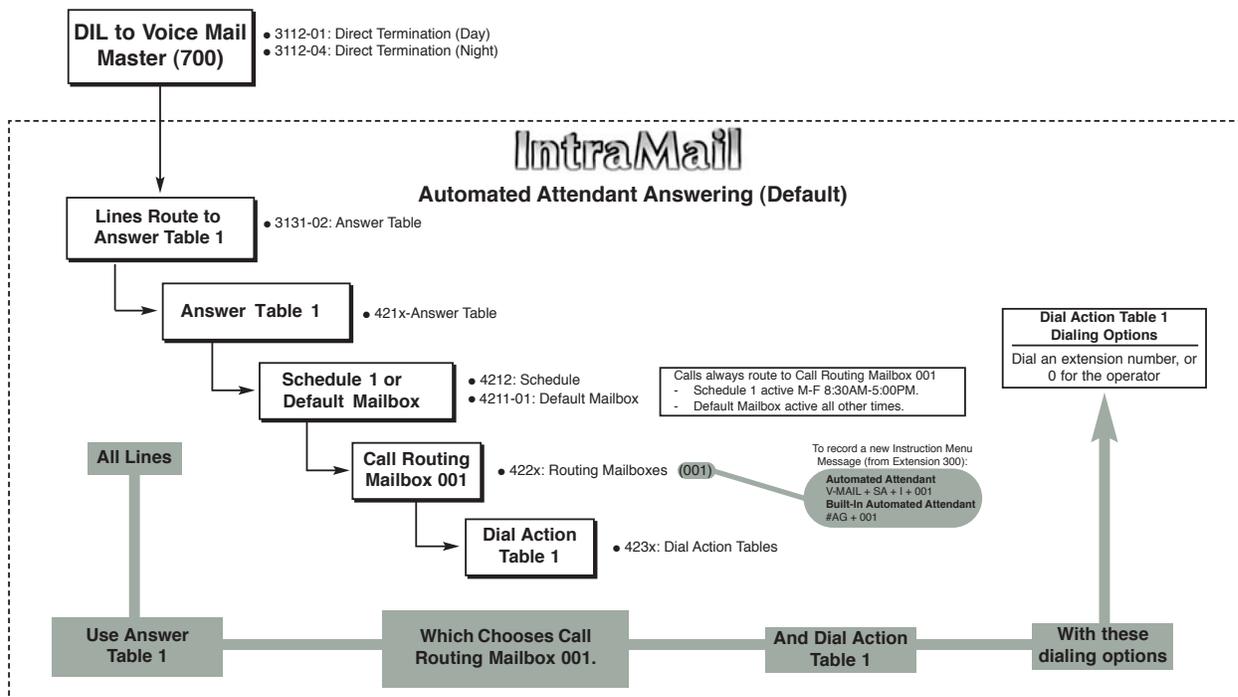
6.	Review this additional programming (not for Built-In Automated Attendant).

1. Normally, you should leave the following programs at their default settings:
   - *1312-01: Voice Mail Extension Number* (page 624) (**500-507**).
   - *4101-02: Voice Mail Master Number* (page 864) (**700**).
   - *4111-01: Voice Mail Port Name* (page 865) (**VM PORT #**).
   - *4112-02: Operator's Extension* (page 868) (**300**)

Specifications

Specifications

Built-In Automated Attendant Capacities	

Mailboxes	Routing Mailboxes: 8
	    Call Routing: 8
	    Announcement: . . . 0
	Subscriber:. 0
	Ring Group Mailboxes:. 0
	UCD Group Mailboxes: 0
	Total: **8**

Ports:	2
Storage Hours:	30 seconds for each Call Routing Mailbox
Does not provide voice mail.	

IntraMail Part Numbers and Capacities	
P/N 1091011	IntraMail 4 Port/8 Hour
P/N 1091013	IntraMail 8 Port/16 Hour

Mailboxes	**DSX-40**
	Routing Mailboxes: 16
	    Announcement: . . . 8
	    Call Routing: 8
	Subscriber:. 34
	Ring Group Mailboxes:. 8
	UCD Group Mailboxes: 8
	Total: **66**
	
	DSX-80/160
	Routing Mailboxes: 16
	    Announcement: . . . 8
	    Call Routing: 8
	Subscriber:. 128
	Ring Group Mailboxes:. 8
	UCD Group Mailboxes: 8
	Total: **160**

Ports:	4 or 8
Storage Hours:	8 or 16

Examples of Some Common Applications

The examples below show some common applications. The chart in the beginning of each example shows:

- How the relevant programmable options work by default.
- The *Application Summary*, which provides the basic steps you need to take to set up the application.

Following the chart are the step-by-step instructions for setting up the application.

Example 1: Set Up Separate Day and Night Greetings

Default Automated Attendant Answering

• All lines answered by the Automated Attendant route to **Answer Table 1**.
  • Answer Table 1 uses **Schedule 1** to answer calls from 8:30 AM -5:00 PM Monday through Friday with Call Routing **Mailbox 1**.
  • The **Default Mailbox** for Answer Table 1 picks up Automated Attendant calls at **all other times**. The Default Mailbox for Answer Table 1 is also Call Routing **Mailbox 1**.

• The greeting that plays to outside callers is the **Instruction Menu** for the Call Routing Mailbox that answers the call.
• Since Schedule 1 and the Default Mailbox both use Call Routing Mailbox 1, the Automated Attendant answers all calls the **same way day and night**, with the Instruction Menu for Call Routing Mailbox 1.
Application Summary
■ Change the Default Mailbox from Call Routing Mailbox **1 to 8**. ■ Record a **night Instruction Menu** for Call Routing Mailbox 8.

1.	**Change the Default Mailbox to Call Routing Mailbox 8.**

1. In *4211-01: Default Mailbox* (page 880), change the Default Mailbox assignment to **8**.
2. See *Answer Tables* (page 420) for more.

2.	**Record the daytime and night Instruction Menus.**

1. At extension 300, press **V-MAIL**.
2. For IntraMail Automated Attendant
   - Dial **SA** (72) + **I** (4).
   For Built-In Automated Attendant
   - Dial **#AG** (#24).
3. Dial **001** (for Call Routing Mailbox 1) + **R** (7).
4. Record the daytime Instruction Menu message + **#** twice.
5. Dial **I** (4).
6. Dial **008** (for Call Routing Mailbox 8) + **R** (7).
7. Record the night Instruction Menu message + **#** + hang up.
   - See *Instruction Menu* (page 507) for more.

Application Examples

Example 2: Provide Unique Day and Night Dialing Options for Callers

Default Dial Action Table Options **(This application does not apply to the Built-In Automated Attendant.)**

• All Call Routing Mailboxes (1-8 by default) use **Dial Action Table 1**.
• Dial Action Table 1 provides the following dial options:
   • Dial extension number (**300-427**).
   • Dial **0** for extension **300**.
   • Dial * + extension to leave a **Quick Message**.
   • Dial # + extension to do a **Remote Logon** to the mailbox.
   • **Timeout** to extension **300** if no digits dialed.

Application Summary
• Allow callers at night to **dial 0 to leave a message** for extension **300**.

1.	Set up separate day and night greetings.

1. Following example 1, set up separate day and night Instruction Menus using Call Routing Mailboxes 1 and 2.
    - The day Instruction Menu can say something like:
    Thank you for calling. For Sales, dial 301. For Technical Support, dial 302. To talk to an operator, dial 0. If you know your party's extension number, please dial it now.
    - The night Instruction menu can say something like:
    Thank you for calling. Our normal business hours are 8:30 to 5:00, Monday through Friday. To leave us a message, please dial 0 now.

2.	Assign a unique Dial Action Table (2) to the night time Call Routing Mailbox (2).

1. In *4222-01: Dial Action Table* (page 891), assign Dial Action Table 2 to Call Routing Mailbox 2.

2. See *Call Routing Mailbox* (page 450) for more.

3.	Change the dialing options for the night time Dial Action Table (2).

1. In *4231-Digit Assignment* (page 901), make the following changes:
    - For the digits 3 and 4, enter 0 for the *Action* entry to prevent callers from dialing extensions at night.
    - For the digit 0, change the *Action* entry to **REC1** (by dialing 3) and the *Data* entry to **300**. This allows night time callers to dial 0 to leave a message for extension **300**.
    - Note that the * and # entries were left unchanged so that experienced users could still leave Quick Messages or do Remote Logons at night.
2. See *Dial Action Table* (page 465) for more.

Example 3: Overflow to IntraMail in the Day, Answer in Night Mode

Default Ringing and Overflow Setup
• Lines 1-12 ring on line keys 1-12 for extensions 300-315. • All other extensions are lamp only for lines 1-12. • Lines 13-64 do not appear on line keys. • Overflow is disabled for all lines. • No lines are terminated to voice mail (i.e., voice does not answer any outside lines). • There are no *System* night keys programmed.
Application Summary
• In the day, unanswered Key Ring calls overflow to Automated Attendant. • At night, all incoming calls are immediately Answered by the Automated Attendant.

1. **Set up unanswered Key Ring lines to overflow to the voice mail Automated Attendant in the day.**

   1. In *3112-01: Direct Termination in the Day* (page 819), make sure lines are set to Key Ring (be pressing **CLEAR**).

   2. In *3112-02: Enable Day Overflow* (page 819), enter **Yes**.

   3. In *3112-03: Day Overflow Destination* (page 820), enter **700** (the voice mail master number).

2. **Set up the voice mail Automated Attendant to answer calls in the night mode.**

   1. In *3112-04: Direct Termination at Night* (page 820), enter **700**.

3. **Enable at least one extension to put the system in the night mode.**

   1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

   2. In *1402-05: Activate Night Mode* (page 634) enter **Yes**.
     - This capability is normally reserved only for attendants.

4. **Put a *System* night key on the extensions that can put the system in the night mode.**

   1. To set up a *System* night key on an extension:
     - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **18**.
     - In *2121-[01 to 24]: Feature Key Data* (page 758), press **CLEAR**.

   2. To set up a *System* night key on a DSS Console:
     - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **18**.
     - In *2402-[01-60]: DSS Console Key Data* (page 801), press **CLEAR**.

5. **To put the system in the night mode:**

   1. At an extension programmed in steps 3 and 4 above, press the *System* night key.

Name	Description	Usage
Administrator Security Code Control	• See *Security Code* in this glossary.	Voice Mail
Alternate Next Call Routing Mailbox	• See *Next Call Routing Mailbox* in this Glossary.	Voice Mail
Announcement Mailbox	Mailbox that allows a prerecorded greeting to play to callers. • See *Announcement Mailbox* (page 412) for more.	Automated Attendant
Announcement Message	The message that the System Administrator records for a specific Announcement Mailbox. • See *Announcement Message* (page 417) for more.	Automated Attendant
Answer Schedule Override	Enables an alternate greeting and alternate dialing options for callers. • See *Answer Schedule Override* (page 418) for more.	Automated Attendant
Answer Table	Determines how the Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing. • See *Answer Tables* (page 420) for more.	Automated Attendant
Answering Machine Emulation	A keyset on the connected telephone system can work like a home answering machine. • See *Answering Machine Emulation* (page 425) for more.	Voice Mail
Auto Attendant Do Not Disturb	Auto Attendant Do Not Disturb sends Automated Attendant calls directly to an extension user's mailbox. Their phone will not ring for calls from the Automated Attendant. • See *Auto Attendant Do Not Disturb* (page 427) for more. Also see *Greeting* in this glossary.	Automated Attendant
Auto Erase or Save	When a mailbox user completely listens to a new message and then exits their mailbox, IntraMail will either automatically save or erase the message. • See *Auto Erase or Save* (page 429) for more.	Voice Mail
Auto Time Stamp	After a user listens to a message, IntraMail can optionally announce the time and date the message was left. • See *Auto Time Stamp* (page 431) for more.	Voice Mail
Automated Attendant	The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers. • See *Automated Attendant* (page 433) for more.	Automated Attendant
Automated Attendant, Basic	Provides built-in call answering capability when IntraMail is not installed. • See *Automated Attendant, Built-In* (page 436) for more.	Automated Attendant

Name	Description	Usage
Automated Attendant Transfer	While on an outside call, an extension user can transfer their call to the Automated Attendant so the caller can use the Automated Attendant dialing options. • See *Automated Attendant Transfer* (page 441) for more.	Voice Mail
Automatic Call Routing to a Mailbox	• See *Go to a Mailbox* in this glossary.	Automated Attendant
Automatic Message Erase/Save	• See *Auto Erase or Save* in this glossary.	Voice Mail
Automatic Routing for Rotary Dial Callers	If an Automated Attendant caller doesn't dial any digits, IntraMail will automatically route them to a specified option (such as the operator or a mailbox). • See *Automatic Routing for Rotary Dial Callers* (page 442) for more.	Automated Attendant
Bilingual Voice Prompts	Provides IntraMail voice prompts in one of two active languages (primary and secondary) • See *Bilingual Voice Prompts* (page 443) for more.	Voice Mail
Call Forward to a Mailbox	An extension user can forward their calls to their mailbox. • See *Call Forward to a Mailbox* (page 447) for more.	Voice Mail
Call Routing Mailbox	The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers. • See *Call Routing Mailbox* (page 450) for more.	Automated Attendant
Call Screening	Call Screening allows a display keyset extension user to listen to (screen) a voice mail message as it is being left in their mailbox. Unlike Personal Answering Machine emulation, Call Screening does not require the extension user to forward their calls immediately to voice mail. • See *Call Screening* (page 453) for more.	Voice Mail
Caller ID and Voice Mail	A telephone company service that provides a caller's number and optional name. The telephone system can pass this information to IntraMail to enable *Caller ID with Return Call*. • See *Caller ID and Voice Mail* (page 456) for more.	System
Caller ID with Return Call	• See *Make Call* and *Time and Date Stamp* in this glossary.	Voice Mail
Calling (Logging Onto) a Mailbox	• See *Log Onto Voice Mail* in this glossary.	Voice Mail
Calling the Automated Attendant	Automated Attendant callers can use various IntraMail features and then return to the Automated Attendant for additional dialing options. • See *Calling the Automated Attendant* (page 459) for more.	Automated Attendant
Centrex Transfer	The Automated Attendant to transfer a caller from a Centrex line to an outside number using the features of that Centrex line. • See *Centrex Transfer* (page 460) for more.	Automated Attendant

IntraMail Features

IntraMail Feature Glossary

Name	Description	Usage
Conversation Record	Allows an extension user to record their active call as a message in their mailbox. IntraMail will broadcast a beep and a voice prompt to the callers as Conversation Record begins. • See *Conversation Record* (page 462) for more.	Voice Mail
Day, Night, and Holiday Greetings	• See *Flexible Answering Schedules* in this glossary.	Automated Attendant
Deleting a Message	• See *Message Delete* in this glossary.	Voice Mail
Deleting Mailbox Security Code	• See *Mailbox Security Code Delete* in this glossary.	Maintenance
Dial Action Table	Defines the dialing options for a Call Routing Mailbox chosen by the active Answer Table, which in turn provides those dialing options to Automated Attendant callers. • See *Dial Action Table* (page 465) for more.	Automated Attendant
Directory Dialing	Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name. • See *Directory Dialing* (page 469) for more.	Automated Attendant
Erasing All Messages	Lets the System Administrator delete mailbox messages system-wide. • See *Erasing All Messages* (page 476) for more.	Maintenance
Exiting a Mailbox	An extension user can exit their mailbox by dialing a code or by hanging up. • See *Exiting a Mailbox* (page 477) for more.	Voice Mail
Extension Hunting to Voice Mail	Automatically sends calls to an extension's mailbox without the user having to set up Call Forwarding. • See *Extension Hunting to Voice Mail* (page 478) for more.	Voice Mail
External Transfer	An Automated Attendant caller can automatically route to an outside telephone number. • See *External Transfer* (page 483) for more.	Automated Attendant
Fax Detection	The Automated Attendant can detect incoming fax calls and transfer them to a fax machine. • See *Fax Detection* (page 485) for more.	System
Flexible Answering Schedules	The Automated Attendant can answer outside calls with different announcements and dialing options, depending on the time of day and day of week. • See *Flexible Answering Schedules* (page 486) for more.	Automated Attendant

Name	Description	Usage
Flexible Call Routing	The Automated Attendant can provide outside callers with a wide variety of dialing (routing) options. There are 3 components to Flexible Call Routing. • *Answer Table* Determines how the Automated Attendant answers outside calls on each Voice Mail port, according to the time of the day and day of the week that the call is ringing. • *Call Routing Mailbox* The mailbox associated with an *Answer Table* that specifies which dialing options (*Dial Action Table*) and announcements are available to Automated Attendant callers. • *Dial Action Table* Defines the dialing options for the *Call Routing Mailbox* chosen by the active *Answer Table*, which in turn provides those dialing options to Automated Attendant callers. • See *Flexible Call Routing* (page 487) for more.	Automated Attendant
Flexible Mailbox Numbering Plan	If the telephone system extension numbers are customized, the IntraMail mailbox numbers can be customized to match. • See *Flexible Mailbox Numbering Plan* (page 488) for more.	System
Forced Unscreened Transfer	A Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers. • See *Forced Unscreened Transfer* (page 489) for more.	Automated Attendant
Forwarding Calls to a Mailbox	• See *Call Forward to a Mailbox* in this glossary.	Voice Mail
Getting Recorded Help	If an extension user dials an incorrect code or forgets what to dial while in their mailbox, they can request help from the IntraMail voice prompts. • See *Getting Recorded Help* (page 490) for more.	Voice Mail
Go to a Mailbox	An Automated Attendant caller can dial a digit and route directly into a mailbox. • See *Go to a Mailbox* (page 491) for more.	Automated Attendant
Greeting	A Subscriber Mailbox user can record up to three separate greetings and make any one of the three active. Caller's to the user's mailbox hear the active greeting. With Remote Greeting, an extension user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting. • See *Greeting* (page 493) for more. • Also see *Auto Attendant Do Not Disturb* in this glossary.	Voice Mail
Group Mailbox	A Group Mailbox is a Subscriber Mailbox shared by a group of co-workers. • See *Group Mailbox* (page 497) for more.	Voice Mail
Guest Mailbox	An outside party can have their own mailbox for receiving and sending messages. • See *Guest Mailbox* (page 503) for more.	Voice Mail

IntraMail Features

IntraMail Feature Glossary

Name	Description	Usage
Hang Up	An Automated Attendant option that immediately hangs up the outside call. • See *Hang Up* (page 506) for more.	Automated Attendant
Help	• See *Getting Recorded Help* in this glossary.	Voice Mail
Individual Line Greetings	• See *Multiple Company Greetings* in this glossary.	Automated Attendant
Instruction Menu	The Instruction Menu is the announcement that plays to Automated Attendant callers. Normally, the Instruction Menu provides callers with the Automated Attendant dialing options. • See *Instruction Menu* (page 507).	Automated Attendant
Leaving a Message	Leave a voice mail message in a co-worker's mailbox. • See *Leaving a Message* (page 509).	Voice Mail
Leaving a Message at a Busy/ DND Extension	• See *Leaving a Message* above in this glossary.	Voice Mail
Leave a Quick Message	• See *Quick Message* in this glossary.	Automated Attendant
Listening Options	• See *Listening to Messages* in this glossary.	Voice Mail
Listening to Messages	While or after listening to a message, an extension user has many message handling options from which to choose. • See *Listening to Messages* (page 512) for more.	Voice Mail
Local Notification	• See *Message Notification* in this glossary.	Voice Mail
Log Onto Voice Mail	An extension user can press a key to log onto (access) their IntraMail mailbox. With Remote Logon, an employee calling through the Automated Attendant can dial a single digit followed by their own mailbox number to remotely log onto their mailbox. • See *Log Onto Voice Mail* (page 515) for more.	Voice Mail
Mailbox Greeting	• See *Greeting* in this glossary.	Voice Mail
Mailbox Logon	• See *Log Onto Voice Mail* in this glossary.	Voice Mail
Mailbox Name	A mailbox caller can hear the extension user's prerecorded name instead of their mailbox number. • See *Mailbox Name* (page 518) for more.	Voice Mail
Mailbox Options Menu	Sub-menu of a subscriber's Main Menu that provides access to the Auto Time Stamp, Mailbox Security Code Delete, and Message Notification features. • See *Mailbox Options Menu* (page 520) for more.	Voice Mail
Mailbox Security Code Delete	The System Administrator can delete the security code for any mailbox, effectively unlocking it. • See *Mailbox Security Code Delete* (page 522) for more. • Also see *Security Code* in this glossary.	Maintenance

Name	Description	Usage
Mailbox Transfer	• See *Transfer to a Mailbox* in this glossary.	Voice Mail
Main Menu	The IntraMail options available to an extension user when they log onto their mailbox. • See *Main Menu* (page 523) for more.	Voice Mail
Make Call	A Subscriber Mailbox user can listen to a voice message and dial **MC** to return the call without knowing their caller's phone number. • See *Make Call* (page 525) for more.	Voice Mail
Master Mailboxes	• See *Group Mailbox* in this glossary.	Voice Mail
Message Count Display	The telephone display can show the number of new messages waiting in a user's mailbox. • See *Message Count Display* (page 528) for more.	Voice Mail
Message Delete	An extension user can delete any messages left in their mailbox. • See *Message Delete* (page 530) for more.	Voice Mail
Message Forward	A subscriber can forward a message in their mailbox to a co-worker. They can optionally record a comment before the forwarded message. • See *Message Forward* (page 531) for more.	Voice Mail
Message Length	The System Administrator can set the maximum length of a message that can be left in a user's voice mailbox. • See *Message Length* (page 533) for more.	Voice Mail
Message Listen Mode	When a user calls their mailbox, they can dial a code to listen to all their messages, their new messages, or their saved messages. • See *Message Listen Mode* (page 534) for more.	Voice Mail
Message Notification	Once activated by the mailbox user, dials a telephone number to let the recipient know there are new messages in the mailbox. Notification can call extensions, local numbers, long distance numbers and pagers. • See *Message Notification* (page 535) for more.	Voice Mail
Message On Hold	The System Administrator can record a message that will play to callers while they wait on Hold. • See *Message On Hold* (page 541) for more.	Voice Mail
Message Playback Direction	An extension user can listen to their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order. • See *Message Playback Direction* (page 543) for more.	Voice Mail
Message Record	• See *Record and Send a Message* in this glossary.	Voice Mail
Message Reply	An extension user can reply to a message in their mailbox by dialing a simple code, without knowing the caller's extension number. • See *Message Reply* (page 545) for more.	Voice Mail

IntraMail Features

IntraMail Feature Glossary

Name	Description	Usage
Message Retention	IntraMail will save a mailbox's new or saved messages for the Message Retention interval, and then delete them. • See *Message Retention* (page 547) for more.	Voice Mail
Message Send	• See *Record and Send a Message* in this glossary.	Voice Mail
Message Storage Limit	Sets how many messages a mailbox can store. • See *Message Storage Limit* (page 548) for more.	Voice Mail
Message Waiting Lamp	An extension's Message Waiting lamp flashes on the telephone indicating that they have new messages waiting in their mailbox. • See *Message Waiting Lamp* (page 549) for more.	Voice Mail
Multiple Company Greetings	By assigning a unique Answer Table to each line, a single IntraMail system can provide individual greetings and dialing options for several companies. • See *Multiple Company Greetings* (page 550) for more.	Automated Attendant
Name	• See *Mailbox Name* in this glossary.	Voice Mail
Next Call Routing Mailbox	Provides callers with additional dialing options after they leave a message in an extension's mailbox (depending on the setting of the Next Call Routing Mailbox Dial Mode). • See *Next Call Routing Mailbox* (page 552) for more.	Voice Mail
One-Touch Forwarding	• See *Call Forward to a Mailbox* and *Message Forward* in this glossary.	Voice Mail
One-Touch Mailbox Access	• See *Mailbox Logon* in this glossary.	Voice Mail
One-Touch Mailbox Retrieval	• See *Mailbox Logon* in this glossary.	Voice Mail
Personal Answering Machine Emulation	• See *Answering Machine Emulation* in this glossary.	Voice Mail
Personalized Mailbox Greeting	• See *Greeting* in this glossary.	Voice Mail
Programmable Security Code	• See *Security Code* and *Mailbox Security Code Delete* in this glossary.	Voice Mail
Programming Voice Mail	You can program (customize) IntraMail using the embedded telephone programming or the separately available System Administrator PC program. Limited programming can also be done from a System Administrator's mailbox. • See *Programming Voice Mail* (page 558) for more. • Also see *System Administrator Mailbox* in this glossary.	Maintenance
Quick Message	Automated Attendant callers can dial a digit followed by an extension number to leave a message directly in a user's mailbox. • See *Quick Message* (page 560) for more.	Automated Attendant
Record and Send a Message	A Subscriber Mailbox user can record and send a message to any other Subscriber Mailbox. • See *Record and Send a Message* (page 562) for more.	Voice Mail

Name	Description	Usage
Recorded Help	• Pre-recorded voice prompts guide the user through the IntraMail features.	Voice Mail
Recording a Conversation	• See *Conversation Record* in this glossary.	Voice Mail
Recording a Message	• See *Record and Send a Message* in this glossary.	Voice Mail
Recording Conversation Beep	• See *Conversation Record* in this glossary.	Voice Mail
Recording Options	• See *Record and Send a Message* in this glossary.	Voice Mail
Remote Log On	• See *Log Onto Voice Mail* in this glossary.	Voice Mail
Remote Greetings	• See *Greeting* in this glossary.	Voice Mail
Remote Message Notification	• See *Message Notification* in this glossary.	Voice Mail
Remote Programming	IntraMail programming is available remotely via the System Administrator PC program. • See *Remote Programming* (page 564) for more.	Maintenance
Return Call (with Caller ID)	• See *Make Call* in this glossary.	Voice Mail
Rotary Dial Telephones	• See *Automatic Routing for Rotary Dial Callers* in this glossary.	Automated Attendant
Routing Mailbox	A category of mailboxes normally used to route Automated Attendant calls. • See *Routing Mailbox* (page 566) for more.	Automated Attendant
Screened Transfer	Similar to telephone system screened transfers in which the transferring party controls the transfer. • After an Automated Attendant caller dials an extension, IntraMail calls (screens) the destination extension to see if the transfer can go through. • If the destination is busy or in DND, the Automated Attendant doesn't extend the call and immediately provides the caller with additional options. • If the destination is available, the Automated Attendant rings it. If the destination answers, the call goes through. If the destination doesn't answer within a preset interval, the Automated Attendant doesn't extend the call and provides the caller with additional options. • See *Screened Transfer* (page 567) for more. • Also see *Unscreened Transfer* in this glossary.	Automated Attendant
Security Code	An extension user's mailbox can have a security code to protect the mailbox from unauthorized access. • See *Security Code* (page 570) for more. • Also see *Mailbox Security Code Delete* in this glossary.	Voice Mail
Select Listen Mode	• See *Message Listen Mode* in this glossary.	Voice Mail

IntraMail Features

IntraMail Feature Glossary

Name	Description	Usage
Single Digit Dialing	An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an IntraMail feature. • See *Single Digit Dialing* (page 572) for more.	Automated Attendant
Subscriber Mailbox	The mailbox type normally used for telephone system extensions. • See *Subscriber Mailbox* (page 574) for more.	Voice Mail
System Administrator	The extension user that has IntraMail system administration capabilities. • See *System Administrator* (page 576) for more.	Maintenance
System Administrator Mailbox	A Subscriber Mailbox option that enables the system administration capabilities. • See *System Administrator Mailbox* (page 578) for more. • Also see *System Administrator* in this glossary.	Voice Mail
System Reinitialization	Reinitializing IntraMail returns all programmed options to their default values. • See *System Reinitialization* (page 579) for more.	Maintenance
Time and Date with Voice Mail	Set the system Time and Date. • See *Time and Date with Voice Mail* (page 580) for more. • Also see *Auto Time Stamp* in this glossary.	Voice Mail
Time and Date Stamp	With caller ID enabled, an extension can listen to a message and dial a code to hear the time the message was sent, as well as the caller's number. • See *Time and Date Stamp* (page 581) for more. • Also see *Caller ID with Return Call* and *Time and Date with Voice Mail* in this glossary.	Voice Mail
Time and Date Stamp (with Caller ID Storage	• See *Time and Date Stamp* in this glossary.	Voice Mail
Transfer by Extension	• See *Screened Transfer* and *Unscreened Transfer* in this glossary.	Automated Attendant
Transfer Calls to a FAX Machine	• See *Fax Detection* in this glossary.	Automated Attendant
Transfer to a Mailbox	An extension user can transfer their active call to a co-worker's mailbox. • See *Transfer to a Mailbox* (page 583) for more.	Voice Mail
Transfer to a UCD Group	The Automated Attendant can transfer outside callers to UCD Group master numbers. • See *Transfer to a UCD Group* (page 585) for more.	Automated Attendant
Transfer to an Extension	See *Screened Transfer* and *Unscreened Transfer* in this glossary.	Automated Attendant
Transfer to the Automated Attendant	• See *Automated Attendant Transfer* in this glossary.	Voice Mail

Name	Description	Usage
Undefined Routing	A dialpad digit for which the Automated Attendant has no routing defined. When an Automated Attendant caller dials a digit for which there is no routing assigned, Intra-Mail plays a brief error message and then repeats the dialing options. • See *Undefined Routing* (page 586) for more.	Automated Attendant
Undefined Routing Intercept	• See *Undefined Routing* in this glossary.	Automated Attendant
Unscreened Transfer	Similar to telephone system unscreened transfers in which the transferring party immediately extends the call. • After an Automated Attendant caller dials an extension, IntraMail immediately transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system – just as with any other unscreened transfer. • See *Unscreened Transfer* (page 587) for more. • Also see *Screened Transfer* in this glossary.	Automated Attendant
Voice Mail Overflow	Ensures that IntraMail will pick up calls that don't go through. • See *Voice Mail Overflow* (page 590) for more.	System
Voice Prompting Messages	IntraMail provides Voice Prompts that tell the extension user the status or progress of their call. • See *Voice Prompting Messages* (page 593) for more.	System
Volume Control with Voice Mail	A mailbox user can turn the volume up or down while listening to their messages. • See *Volume Control with Voice Mail* (page 594) for more.	Voice Mail

IntraMail Features

Announcement Mailbox

Description

Play a pre-recorded announcement to callers.

An Announcement Mailbox plays a pre-recorded announcement to Automated Attendant callers without providing dialing options. The Announcement Mailbox is typically set up to provide information to callers (such as company directions) and then route back to the Automated Attendant. For example:

- The Automated Attendant instructs the caller to dial a digit (e.g., 1) for company directions.
    - Record this in the Instruction Menu message for the active Call Routing Mailbox. See *Instruction Menu* (page 507) for more.
    - Set the dialing options in the Dial Action Table associated with the active Call Routing Mailbox. See *Dial Action Table* (page 465) for more.
- The caller dials the digit and listens to the prerecorded Announcement Mailbox message for directions.
- After playing the directions, the caller routes back to the Automated Attendant for additional dialing options.
    - See the *Hang Up* and *Next Call Routing Mailbox* options in *Programming* below.

By default, there are 8 Announcement Mailboxes (Routing Mailboxes 9-16). However, you can assign any of the 16 Routing Mailboxes as an Announcement Mailbox.

The Next Call Routing Mailbox Options

The charts beginning on the following page show how an Announcement Mailbox handles Automated Attendant calls.

- The first chart explains what happens when the outside call is directly answered by the Announcement Mailbox. This happens when the Answer Table uses an Announcement Mailbox for routing instead of a Call Routing Mailbox.
- The second chart explains what happens when the outside call is answered by a Call Routing Mailbox and then routed to the Announcement Mailbox. This can happen, for example, when a caller dials a digit to hear an announcement of company directions.
- See *Answer Tables* (page 420) for more on setting up Answer Tables.

Conditions
- None

Default Setting
- There are 8 Announcement Mailboxes (9-16).

Direct Announcement Mailbox Routing (If the outside caller routes directly to the Announcement Mailbox)			
4223-03: Next Call Routing Mailbox	**4223-01: Repeat Count**	**4223-02-Hang Up After**	**Action**
Undefined	0 (No repeats)	Yes or No	• If the caller doesn't dial, after the announcement IntraMail hangs up. • If the caller dials a digit during the announcement, IntraMail says "*That is an invalid entry*" and hangs up.
1-16 (valid Call Routing Mailbox)	0 (No repeats)	No	• If the caller doesn't dial, after the announcement they route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		Yes	• If the caller doesn't dial, after the announcement IntraMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
Undefined	x (x number of repeats)	Yes or No	• If caller doesn't dial, they hear the announcement repeats x number of times and then IntraMail hangs up. • If the caller dials a digit during the announcement, IntraMail says "*That is an invalid entry*" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then IntraMail hangs up.
1-16 (valid Call Routing Mailbox)	x (x number of repeats)	No	• If caller doesn't dial, they hear the announcement x number of times and then route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		Yes	• If caller doesn't dial, they hear the announcement x number of times and then IntraMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.

IntraMail Features

Announcement Mailbox

Routed Announcement Mailbox Routing (Page 1 of 2)			
(If the outside caller routes to the Announcement Mailbox from a Call Routing Mailbox)			
4223-03: Next Call Routing Mailbox	**4223-01: Repeat Count**	**4223-02-Hang Up After**	**Action**
Undefined	0 (No repeats)	No	• If the caller doesn't dial, after the announcement the caller goes back to the initial Call Routing Mailbox. • If the caller dials a digit during the announcement, IntraMail says "*That is an invalid entry*" and routes the caller goes back to the initial Call Routing Mailbox.
		Yes	• If the caller doesn't dial, after the announcement IntraMail hangs up. • If the caller dials a digit during the announcement, IntraMail says "*That is an invalid entry*" and hangs up.
1-16 (valid Call Routing Mailbox)	0 (No repeats)	No	• If the caller doesn't dial, after the announcement they route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		Yes	• If the caller doesn't dial, after the announcement IntraMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
Undefined	x (x number of repeats)	No	• If caller doesn't dial, they hear the announcement repeat x number of times and then go back to the initial Call Routing Mailbox. • If the caller dials a digit during the announcement, IntraMail says "*That is an invalid entry*" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then IntraMail routes back to the initial Call Routing Mailbox.
		Yes	• If caller doesn't dial, they hear the announcement repeat x number of times and then IntraMail hangs up. • If the caller dials a digit during the announcement, IntraMail says "*That is an invalid entry*" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then IntraMail hangs up.

Routed Announcement Mailbox Routing (Page 2 of 2) (If the outside caller routes to the Announcement Mailbox from a Call Routing Mailbox)			
4223-03: Next Call Routing Mailbox	**4223-01: Repeat Count**	**4223-02-Hang Up After**	**Action**
1-16 (valid Call Routing Mail-box)	x (x number of repeats)	No	• If caller doesn't dial, they hear the announcement repeat x number of times and then route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		Yes	• If caller doesn't dial, they hear the announcement repeat x number of times and then IntraMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.

Programming

1.	**Set up the Announcement Mailbox.**

1. In *4221-01: Routing Mailbox Type* (page 890), to make the selected mailbox an Announcement Mailbox, enter **2**.
  - By default, Routing Mailboxes 9-16 are Announcement Mailboxes.

2.	**To record the Announcement Message:**

1. See *Operation* below.
  - By default, a message is not recorded.

3.	**After playing the Announcement Mailbox message, should IntraMail hang up or provide additional dialing options?**

1. To hang up:
  - In *4223-02: Hang Up After* (page 893), enter **Yes**.
2. To provide dialing options:
  - In *4223-02: Hang Up After* (page 893), enter **No**.
  - Review *Next Call Routing Mailbox* (page 552) to set up additional dialing options for Announcement Mailbox callers.

4.	**Should the Announcement Mailbox message repeat while the caller listens?**

1. If yes, in *4223-01: Repeat Count* (page 893) enter the repeat count (**1-10**).
2. If no, in *4223-01: Repeat Count* (page 893) enter **0**.

5.	**Is the maximum allowed length of the Announcement Mailbox message correctly set?**

1. If yes, leave *4201-01: Outgoing Message Length* (page 871) at its current setting.
2. If no, adjust *4201-01: Outgoing Message Length* (page 871) as required.
  - This affects other options as well, such as the maximum length of Instruction Menu Messages.

Announcement Mailbox

Other Related Features

Features

None

IntraMail Features

Automated Attendant (page 433)

The Automated Attendant can route callers to an Announcement Mailbox.

Call Routing Mailbox (page 450)

A Call Routing Mailbox (and the associated Dial Action Table) provides dialing options to Automated Attendant callers.

Next Call Routing Mailbox (page 552)

The Next Call Routing mailbox provides additional routing options to Announcement Mailbox callers.

System Administrator (page 576)

The System Administrator can record the Announcement Mailbox message.

Operation

Recording an Announcement Mailbox Message [Super Display Soft Key] - [Keyset Soft Key]					
Log onto System Administrator's mailbox.					
SA (72) [System Admin] - [N/A]	Access System Administrator options.				
	A (2) [Announcement] - [Annc]	Select Announcement Mailbox message.			
		Enter the Announcement Mailbox number.			
			L (5) [Listen] - [Lstn]	Listen to current Announcement Mailbox message.	
				#	Exit listen mode.
			R (7) [Record] - [Rec]	Record a new Announcement Mailbox message.	
				Record message.	
				*	Pause or restart recording. [Resume] - [Resume] [Pause] - [Pause]
				E (3)	Erase recording. [Cancel] - [Cancel]
				#	Exit recording mode. [Done] - [Done]
			E (3) [Erase] - [Erase]	Erase the Announcement Mailbox message.	
			# [Exit] - [Exit]	Go back to the System Administrator options.	
		# [Exit] - [Exit]	Go back to the System Administrator options.		
	0	Plays Help message.			

Description

> **This is the message that the System Administrator records for an Announcement Mailbox.**

The Announcement Message is the voice message that the System Administrator records for a specific Announcement Mailbox. See *Announcement Mailbox* (page 412) for more.

Programming

See *Announcement Mailbox* (page 412).

Other Related Features

Features
None

IntraMail Features
See *Announcement Mailbox* (page 412).

Operation

See *Announcement Mailbox* (page 412).

Answer Schedule Override

Description

Enables an alternate greeting and alternate dialing options for callers.

Answer Schedule Override provides alternate answering for Automated Attendant calls. When enabled, Answer Schedule Override sends calls to the specified Override Mailbox. The Override Mailbox can be an Announcement, Call Routing, or Subscriber mailbox. You can use Answer Schedule Override to provide holiday and bad weather closing announcements, for example. Enable override when you want callers to hear the special announcements; disable override to have the Automated Attendant answer normally. You can enable Answer Schedule Override from system programming or from the System Administrator Mailbox.

- ❧ If the Override Mailbox is an Announcement Mailbox, the outside caller will hear the recorded announcement. Depending on how the Announcement Mailbox is programmed, IntraMail will then hang up, reroute the call, or provide additional dialing options.
- ❧ If the Override Mailbox is a Call Routing Mailbox, the outside caller will hear the instruction menu and can dial any options allowed by the associated Dial Action Table.
- ❧ If the Override Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.

  Conditions
  - None

  Default Setting
  - Disabled

Programming

1.	**Optionally Enable Answer Schedule Override from system programming.**

1. In *4211-02: Answer Schedule Override* (page 880), enter **Yes**.
   - You can also enable Answer Schedule Override from the System Administrator Mailbox. See *Operation* below.
2. In *4211-03: Override Mailbox* (page 881), enter the override mailbox number:
   - Announcement Mailbox number (1-16)
   - Call Routing Mailbox number (1-16)
   - Ring Group Mailbox number (600-607)
   - UCD Group Mailbox number (700-707)
   - Subscriber Mailbox number (300-427)
   - UND (Undefined - entered by dialing **0**)

2.	**Optionally enable Answer Schedule Override from the System Administrator Mailbox.**

1. See *Operation* below.

Other Related Features

Features
  None

IntraMail Features
  Announcement Mailbox (page 412)
  	The Override Mailbox can be an Announcement Mailbox.

  Call Routing Mailbox (page 450)
  	The Override Mailbox can be a Call Routing Mailbox.

  Subscriber Mailbox (page 574)

The Override Mailbox can be a Subscriber Mailbox.

System Administrator (page 576)

Optionally enable Answer Schedule Override from the System Administrator Mailbox.

Operation

					Enabling Answer Schedule Override **[Super Display Soft Key] - [Keyset Soft Key]**
Log onto System Administrator's Mailbox.					
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**				
	O (6)	Access Answer Schedule Override. **[Answer Schedule] - [N/A]**			
		1-8	Enter the number of the Answer Table you want to override. • You go to the Answer Schedule Override Menu.		
			O (6)	Turn Answer Schedule Override on or off. **[On] - [On]** **[Off] - [Off]**	
			C (2)	Select the Override Mailbox. **[Mailbox] - [MBOX]**	
				Enter the Override Mailbox number. • The Override Mailbox can be an Announcement, Call Routing, or Subscriber Mailbox. • If you make an incorrect entry, you back up to the previous step.	
				#	Go back to the Answer Schedule Override Menu without entering an Override Mailbox. **[Exit] - [Exit]**
			0	Plays Answer Schedule Override Menu Help message.	
			#	Go back to the System Administrator Menu. **[Exit] - [Exit]**	
		#	Go back to the System Administrator Menu. **[Exit] - [Exit]**		
	#	Go back to the Main Menu. **[Exit] - [Exit]**			
0	Plays Help message.				

Description

Determines how the Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing.

The Answer Table determines how the Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing. IntraMail provides 8 Answer Tables. The Answer Table is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers. There are 3 major Automated Attendant components:

❧ *Answer Tables*
   The Answer Table (8 maximum) determines how the Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is ***not*** in effect, the Answer Table uses its Default Mailbox to determine routing.
   - By default, all lines use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM.

❧ *Call Routing Mailbox* (page 450)
   A Call Routing Mailbox (16 maximum) is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.
   ✔ By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 1.

❧ *Dial Action Table* (page 465)
   Once the Automated Attendant answers, the Dial Action Table (16 maximum) provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.
   ✔ By default, Call Routing Mailbox 1 uses Dial Action Table 1.

The block diagram below shows the default IntraMail Automated Attendant configuration.
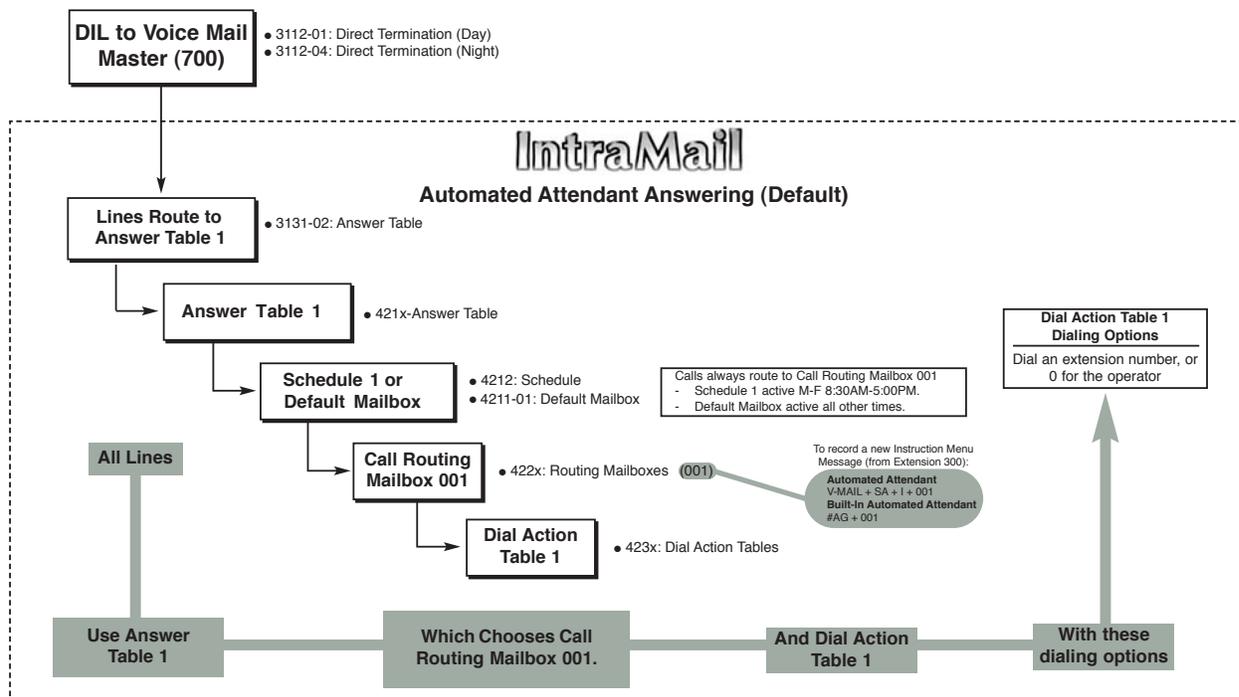
The Default Mailbox and Routing Hierarchy

The Default Mailbox provides routing for an Answer Table during periods when a schedule is not in effect. By default, for example, Answer Table 1 Schedule 1 is active Monday through Friday from 8:30 AM to 5:00 PM. The Default Mailbox for Answer Table 1 is active during all other times (i.e., evenings and weekends). Since Schedule 1 and the Default Mailbox both use Call Routing Mailbox 1, initially the routing is the same 24 hours a day, 7 days a week. See *Customizing an Answer Table* below for more.

When setting up your Answer Tables, keep in mind that a ***more specific*** type of routing has priority over a ***less specific*** type of routing. When selecting which routing to follow when there is more than one choice for a specific time, IntraMail will choose in the following order:

- Date Schedule
- Day of Week Schedule
- Range of Days Schedule
- Default Mailbox

For example, a Date Schedule set up for Christmas day will have priority over any other schedules in effect on December 25.

Customizing an Answer Table

Use the following examples as a guide when customizing your Answer Tables to meet specific site requirements. Refer to *Programming* below for the specifics.

To set up daytime and evening/weekend answering (2 schedules):

In this example, use the Default Mailbox (Call Routing Mailbox 1) for evening/weekend answering and specify a new Call Routing Mailbox for daytime answering.

1. Change the Call Routing Mailbox for Answer Table 1, Schedule 1.
   - ■ In *421x-Answer Table* (page 880), assign Call Routing Mailbox 2 to Answer Table 1, Schedule 1. You will use this for daytime answering.
2. From a System Administrator's Mailbox, record an evening/weekend Instruction Menu message for Call Routing mailbox 1.
   - This message will play to callers Monday through Friday from 5:00 PM to 8:30 AM and on weekends.
3. From a System Administrator's Mailbox, record a daytime Instruction Menu message for Call Routing Mailbox 2.
   - This message will play to callers Monday through Friday from 8:30 AM to 5:00 PM.

To set up daytime, evening, and weekend answering (3 schedules):

This example builds on the example above, but adds a third schedule that will play just on weekday evenings.

1. Change the Call Routing Mailbox for Answer Table 1, Schedule 1.
   - In *421x-Answer Table* (page 880), assign Call Routing Mailbox 2 to Answer Table 1, Schedule 1. As in the 2 schedule example, you will use this for daytime answering.
2. Create a new schedule that will run only in the evenings.
   - In *421x-Answer Table* (page 880), create Schedule 2 for Answer Table 1 that will run Monday through Friday from 5:00 PM to 11:00 PM. Assign Call Routing Mailbox 3 to this new schedule.
3. From a System Administrator's Mailbox, record a late night/weekend Instruction Menu Message for Call Routing mailbox 1.
   - This message will play Monday through Friday from 11:00 PM to 8:30 AM, as well as on weekends.
4. From a System Administrator's mailbox, record the weekday Instruction Menu Message for Call Routing Mailbox 2.
   - This message will play Monday through Friday from 8:30 AM to 5:00 PM.
5. From a System Administrator's Mailbox, record the weekday evening Instruction Menu Message for Call Routing Mailbox 3.
   - This message will play Monday through Friday from 5:00 PM to 1:00 PM

Conditions
- None

Default Setting
- All lines are assigned to Answer Table 1.
- All outside lines are set to Key Ring during the day and at night.

Programming

Basic Setup

1.	Assign Answer Tables to outside lines.

1. In *3131-02: IntraMail Answer Table Assignment* (page 828), assign an Answer Table (1-8) to each line that the Automated Attendant should answer.

2.	Set up the Automated Attendant to answer outside calls during the day.

1. In *3112-01: Direct Termination in the Day* (page 819), enter **700**.

2. Set up a *UCD* night key on your extension or DSS Console to control the day/night mode of lines terminated to voice mail during the day
- To set up a *UCD* night key on an extension:
  - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **18**.
  - In *2121-[01 to 24]: Feature Key Data* (page 758), enter **700**.
- To set up a *UCD* night key on a DSS Console:
  - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **18**.
  - In *2402-[01-60]: DSS Console Key Data* (page 801), enter **700**.

3.	Set up the Automated Attendant to answer outside calls at night.

3. *3112-04: Direct Termination at Night* (page 820), enter **700**.

4. Set up a *System* night key on your extension or DSS Console to control the day/night mode of the lines terminated to Key Ring during the day
- To set up a *System* night key on an extension:
  - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **18**.
  - In *2121-[01 to 24]: Feature Key Data* (page 758), press **CLEAR**.
- To set up a *System* night key on a DSS Console:
  - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **18**.
  - In *2402-[01-60]: DSS Console Key Data* (page 801), press **CLEAR**.

4.	Set up basic "non-scheduled" Answer Table options.

1. In *4211-01: Default Mailbox* (page 880), assign the routing mailbox the Answer Table will use when no schedule is in effect.

2. In *4211-02: Answer Schedule Override* (page 880) and *4211-03: Override Mailbox* (page 881), optionally set up Answer Schedule Override.
- See *Answer Schedule Override* (page 418) for more.

3. In *4211-04: Next Answer Table* (page 881), optionally link to another Answer Table.
- Use this option if 10 Answer Schedules within an Answer Table are not sufficient. Enter the number of the Answer Table to which you want to link the selected table. IntraMail treats the two linked tables as a single 20 entry Answer Table.

Setting Up a Type 1 (Day of Week) Schedule

1.	Assign the schedule type and routing mailbox.

1. In *4212-[01-10]: Schedule Type* (page 882), enter **1.**
2. In *4212-[01-10]: Routing Mailbox Number* (page 883), select the Routing Mailbox (1-16) that will answer calls when this Schedule Entry is active.
    - You can optionally assign a Subscriber Mailbox for this option. This will route outside callers directly to a subscriber's mailbox so they can leave a message.

2.	Set the schedule run day and time.

1. In *4212-[01-10]: Schedule Start Day* (page 883), specify the day of the week the Schedule Entry should be active:
    - **1** for Sunday.
    - **2** for Monday.
    - **3** for Tuesday.
    - **4** for Wednesday.
    - **5** for Thursday.
    - **6** for Friday.
    - **7** for Saturday.
2. In *4212-[01-10]: Schedule Start Time* (page 885), enter the time (HH:MM, 24-hour clock) the Schedule Entry should start.
3. In *4212-[01-10]: Schedule End Time* (page 886), enter the time (HH:MM, 24-hour clock) the Schedule Entry should stop.
    - See *Type 1 (Day of Week) Schedule Example* (page 887) for more.

Setting up a Type 2 (Range of Days) Schedule

1.	Assign the schedule type and routing mailbox.

1. In *4212-[01-10]: Schedule Type* (page 882), enter **2.**
2. In *4212-[01-10]: Routing Mailbox Number* (page 883), select the Routing Mailbox (1-16) that will answer calls when this Schedule Entry is active.
    - You can optionally assign a Subscriber Mailbox for this option. This will route outside callers directly to a subscriber's mailbox so they can leave a message.

2.	Set the schedule range and time.

1. In *4212-[01-10]: Schedule Start Day* (page 883), specify Schedule Entry start day:
    - **1** for Sunday.
    - **2** for Monday.
    - **3** for Tuesday.
    - **4** for Wednesday.
    - **5** for Thursday.
    - **6** for Friday.
    - **7** for Saturday.
2. In *4212-[01-10]: Schedule End Day* (page 884), specify the Schedule Entry end day (**1**-**7**).
3. In *4212-[01-10]: Schedule Start Time* (page 885), enter the time (HH:MM, 24-hour clock) the Schedule Entry should start on the *Schedule Start Day.*
4. In *4212-[01-10]: Schedule End Time* (page 886), enter the time (HH:MM, 24-hour clock) the Schedule Entry should stop on the *Schedule End Day.*
    - See *Type 2 (Range of Days) Schedule Example* (page 888) for more.

Setting Up a Type 3 (Date) Schedule

1.	Assign the schedule type and routing mailbox.

1. In *4212-[01-10]: Schedule Type* (page 882), enter **3.**

2. In *4212-[01-10]: Routing Mailbox Number* (page 883), select the Routing Mailbox (1-16) that will answer calls when this Schedule Entry is active.
   - You can optionally assign a Subscriber Mailbox for this option. This will route outside callers directly to a subscriber's mailbox so they can leave a message.

2.	Set the schedule run date.

1. In *4212-[01-10]: Schedule Run Date* (page 884), specify date the Schedule Entry should be active (MM/DD).

2. In *4212-[01-10]: Schedule Start Time* (page 885), enter the time (HH:MM, 24-hour clock) the Schedule Entry should start.

3. In *4212-[01-10]: Schedule End Time* (page 886), enter the time (HH:MM, 24-hour clock) the Schedule Entry should stop.
   - See *Type 3 (Date) Schedule Example* (page 889) for more.

Other Related Features

Features
None

IntraMail Features

Automated Attendant (page 433)
   The Answer Table determines how the Automated Attendant answers calls.

Call Routing Mailbox (page 450)
   The Call Routing Mailbox provides the dialing instructions (Dial Action Table) and announcements to Automated Attendant Callers.

Dial Action Table (page 465)
   The Dial Action Table defines the dialing options for the Call Routing Mailbox chosen by the Answer Table, which in turn provides those options to Automated Attendant callers.

Operation

N/A

Description

A keyset on the connected telephone system can work like a home answering machine.

A user's keyset can work like a home answering machine. This lets IntraMail screen their calls, just like their answering machine at home. If activated, the extension's incoming calls route to the user's Subscriber Mailbox. Once the mailbox answers, the user hears two alert tones followed by the caller's incoming message. The keyset user can then:

❧ Let the call go through to their mailbox, or

❧ Intercept the call.

Conditions
• None

Default Setting
• Available, but not enabled at any telephones.

Programming

No additional programming required.

Other Related Features

Features
None

IntraMail Features
Subscriber Mailbox (page 574)
Subscriber Mailbox users can take advantage of Answering Machine Emulation.

Operation

Using Personal Answering Machine Emulation		**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
To activate or cancel Personal Answering Machine Emulation:		
1.	Select the Call Forwarding options.	
	[Menu + Call Forward] **[Menu + Cfwd]**	Alternately do one of the following: • Press **INTERCOM** and dial ***3**. • Press your Call Forwarding Feature Key.
2.	Select or cancel a Personal Answering Machine Emulation.	
	[Ans Machine] **[More + AME]**	Select Personal Answering Machine Emulation. • Alternately dial **7**.
	[None] **[More + More + None]**	Select to cancel Call Forwarding. • Alternately dial **0**.
3.	Select the Call Forwarding mode.	
	[All] **[All]**	Select forwarding all calls. Alternately dial **2**.
	[Line Only] **[Line]**	Select forwarding outside calls only. Alternately dial **8**.

Answering Machine Emulation

	Using Personal Answering Machine Emulation	**In these instructions:** **[Super Display Soft Key]** **[Keyset Soft Key]**
**When Personal Answering Machine Emulation broadcasts your caller's voice:**		

1.	Do one of the following.	
	a.	Do nothing to have the caller's message automatically recorded in your mailbox.
	b.	Press **SPEAKER** or lift the handset to intercept the call. • If your extension is in the headset mode, you can only press **SPEAKER**.
	c.	<u>With Call Screening disabled:</u> Press **V-MAIL** to stop the broadcast and send the call directly to your mailbox.
	d.	<u>With Call Screening enabled:</u> Press **V-MAIL** to switch to the Call Screening mode. • See *Call Screening* (page 453) for more.

Description

> **Auto Attendant Do Not Disturb sends Automated Attendant calls directly to an extension user's mailbox. Their phone will not ring for calls from the Automated Attendant.**

When a subscriber enables Auto Attendant Do Not Disturb, Automated Attendant calls to their extension go directly to their mailbox. Their phone will not ring for calls from the Automated Attendant. You can optionally enable Auto Attendant Do Not Disturb from system programming. A subscriber typically turns on Auto Attendant Do Not Disturb when they need to work at their desk undisturbed by outside calls from the Automated Attendant.

Keep in mind that Auto Attendant Do Not Disturb will ***not*** block Intercom calls from co-workers or any other type of outside call not routed through the Automated Attendant. For example, with Automated Attendant Do Not Disturb enabled, Direct Inwards Lines and transferred outside calls to an extension work normally.

Conditions
- None

Default Setting
- Disabled

Programming

1.	**Enable Auto Attendant Do Not Disturb From Your Subscriber Mailbox.**

   1. See *Operation* below.

2.	**Optionally enable Auto Attendant Do Not Disturb from System Programming.**

   1. In *2144-01: Auto Attendant Do Not Disturb* (page 772), enter **Yes**.

Other Related Features

Features
   None

IntraMail Features
   Call Forward to a Mailbox (page 447)
      If a subscriber has their calls forwarded immediately to their mailbox, Auto Attendant Do Not Disturb is not necessary (i.e., the operations are redundant).

   Greeting (page 493)
      A subscriber does not have to have their greeting recorded to activate Auto Attendant Do Not Disturb.

Operation

Recording a Multiple Greeting and Setting Up Auto Attendant Do Not Disturb **[Super Display Soft Key] - [Keyset Soft Key]**						
Log onto Subscriber Mailbox.						
G (4)	Access the Mailbox Greeting options. **[Greeting] - [Greet]** IntraMail does the following: • Plays a summary of your current settings. • Displays the status of your active Greeting (1-3). **[GREETING n: RECORDED] - [GREETING n: RECORDED], or** **[GREETING n: NOT REC] - [GREETING n: NOT REC]** • Shows the Auto Attendant Do Not Disturb status. **[Auto-Attendant DND:OFF] - [Auto-Attendant DND:OFF], or** **[Auto-Attendant DND:ON] - [Auto-Attendant DND:ON]** • Provides soft keys for each of the 3 greetings. **[Greeting 1] - [Gr1]** **[Greeting 2] - [Gr2]** **[Greeting 3] - [Gr3]**					
	Select a Greeting (which also makes it active).					
		(1) **[Greeting 1] - [Gr1]** (2) **[Greeting 2] - [Gr2]** (3) **[Greeting 3] - [Gr3]**				
			L (5)	Listen to the active greeting (if recorded). **[Listen] - [Lstn]**		
			R (7)	Record a new greeting (if not recorded), or rerecord the current greeting. **[Record] - [Rec]**		
				Record at the tone, then press # when done.		
					*	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
					E (3)	Erase the greeting. **[Cancel] - [Cancel]**
					#	End the recording. **[Done] - [Done]**
				Erase the currently recorded greeting (if any). **[Erase] - [Erase]**		
			#	Go back to the Mailbox Greeting options. **[Exit] - [Exit]**		
	Change Auto Attendant Do Not Disturb.					
		O (6)	Turn Auto Attendant Do Not Disturb off or on.			
	#	Go back to mailbox Main Menu. **[Exit] - [Exit]**				
	0	Plays Help message.				

Description

When a mailbox user completely listens to a new message and then exits their mailbox, IntraMail will either save or erase the message.

When a mailbox user completely listens to a new message and then exits their mailbox, IntraMail will either automatically save or erase the message. The setting of this option depends on how the subscriber would prefer their mailbox to operate. When set to *erase*, the subscriber can review their messages and retain only those they specifically save using the **SA** option. This is a good choice for a subscriber that receives frequent unessential messages. When set to *save*, the subscriber has the assurance of knowing that every message they listened to was saved in their mailbox. This is a good choice for those that must carefully review and consider each new message.

Handling Partially Reviewed Messages

When listening to multiple new messages when Auto Erase or Save is set to *Save*:
- Any message to which you *partially listen* is automatically saved.
- Any message to which you *hang up during* or *do not listen* is retained as a new message.

For example, if you have three new messages, listen to part of message 1, dial **L** to hear part of message 2 and then hang up, IntraMail automatically:
- Saves message 1.
- Retains messages 2 and 3 as new messages.
- Restarts the flashing ring/message lamp.
- Resets the telephone display to **V-MAIL 02 (VM02)**.

When listening to multiple new messages when Auto Erase or Save is set to *Erase*:
- Any message to which you *partially listen* is automatically erased.
- Any message to which you *hang up during* or *do not listen* is retained as a new message.

For example, if you have three new messages, listen to part of message 1, dial **L** to hear part of message 2 and then hang up, IntraMail automatically:
- Erases message 1.
- Retains messages 2 and 3 as new messages.
- Restarts the flashing ring/message lamp.
- Resets the telephone display to **V-MAIL 02 (VM02)**.

Conditions
- None

Default Setting
- Subscriber Mailboxes set to save.

Programming

1.	**Should the mailbox be set for Auto Save or Auto Erase?**

1. For Auto Save, in *2143-02: Auto Erase/Save of Messages* (page 769) enter **1**.
2. For Auto Erase, in *2143-02: Auto Erase/Save of Messages* (page 769) enter **2**.

Auto Erase or Save

Other Related Features

N/A

Operation

N/A

Description

Automatically hear the time and date a message was left.

After a Subscriber Mailbox user listens to a message, IntraMail can optionally announce the time and date the message was left. The Subscriber can enable Auto Time Stamp from their mailbox, or you can optionally enable it from system programming. Auto Time Stamp helps if the subscriber needs to know the time and date of each message they receive without taking any extra steps. With Auto Time Stamp turned on, IntraMail automatically announces the date, time, and (optionally) the caller's number at the end of each message. With Auto Time Stamp turned off, the subscriber must dial **TI** while listening to a message to get the same information.

Conditions
*   None
Default Setting
*   Disabled

Programming

1. Enable Auto Time Stamp from your Subscriber Mailbox.

1. See *Operation* below.

2. Should the mailbox be set for Auto Time Stamp?

1. If yes, in *2143-03: Auto Time Stamp* (page 769) enter **Yes**.

2. If no, in *2143-03: Auto Time Stamp* (page 769) enter **No**.

Other Related Features

Features
None

IntraMail Features

Mailbox Options Menu (page 520)
> Auto Time Stamp is available on the Mailbox Options Menu.

Time and Date with Voice Mail (page 580)
> IntraMail uses the telephone system Time and Date.

Time and Date Stamp (page 581)
> An extension can listen to a message and dial a code to hear the time the message was sent.

Auto Time Stamp

Operation

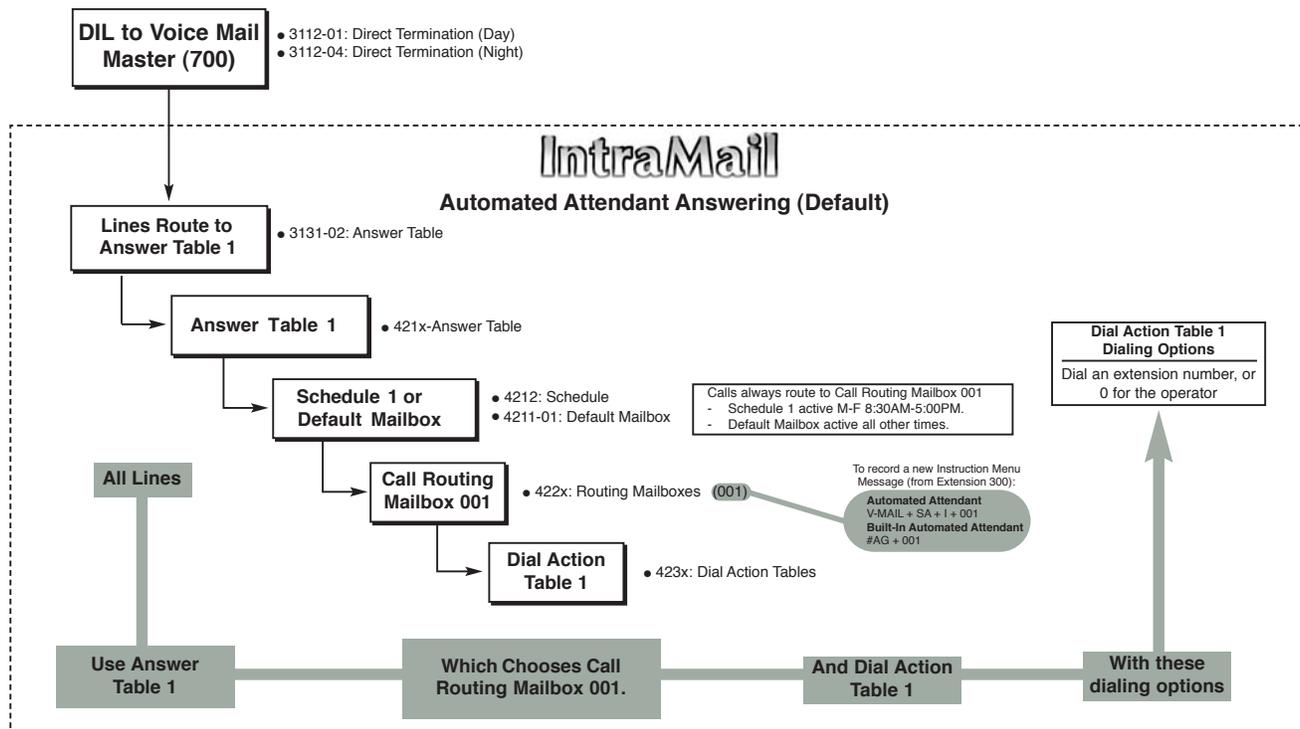| Turning Auto Time Stamp On or Off [Super Display Soft Key] - [Keyset Soft Key]				
Log onto Subscriber Mailbox.				
OP (67)	Access the Mailbox Options Menu. **[MBOX Options] - [N/A]**			
	AT (28)	Access Auto Time Stamp. **[Time Stamp] - [Time]**		
		IntraMail plays a summary of your Auto Time Stamp setting. • By default, Auto Time Stamp is turned off.		
			O (6)	Turn Auto Time Stamp on or off.
		#	Go back to the Mailbox Options Menu. **[Exit] - [Exit]**	
		0	Plays Help message.	

Description

> **Automatically answers the telephone system's incoming calls, plays an Instruction Menu message, and provides dialing options to callers.**
>
> **For a built-in call answering capability when IntraMail is not installed, see Automated Attendant, Built-In** (page 433)**.**

The Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing. The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers. The block diagram below shows the default IntraMail Automated Attendant configuration. There are 3 major components:

❧ *Answer Tables* (page 420)
The Answer Table (8 maximum) determines how the Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is *not* in effect, the Answer Table uses its Default Mailbox to determine routing.
  - By default, all lines use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM.

❧ *Call Routing Mailbox* (page 450)
A Call Routing Mailbox (16 maximum) is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.
  - By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 1.

❧ *Dial Action Table* (page 465)
Once the Automated Attendant answers, the Dial Action Table (16 maximum) provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.
  - By default, Call Routing Mailbox 1 uses Dial Action Table 1.

IntraMail Features

Automated Attendant

Upgrading from the Built-In Automated Attendant

To upgrade to IntraMail from the Built-In Automated Attendant:

1. Plug the IntraMail CompactFlash card into the system.
   - See your system's *Hardware Manual* for more.

2. Reset the system. IntraMail automatically installs.

3. Rerecord your Instruction Menu Messages.
   - Your Answer Schedule and Dial Action Table programming remain intact.

Conditions
- None

Default Setting
- See *Description* above.

Programming

1.	**Assign Answer Tables to outside lines.**

1. In *3131-02: IntraMail Answer Table Assignment* (page 828), assign an Answer Table (1-8) to each line that the Automated Attendant should answer.

2.	**Set up the Automated Attendant to answer outside calls during the day.**

1. In *3112-01: Direct Termination in the Day* (page 819), enter **700**.

2. Set up a *UCD* night key on your extension or DSS Console to control the day/night mode of lines terminated to voice mail during the day
   - To set up a *UCD* night key on an extension:
     - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **18**.
     - In *2121-[01 to 24]: Feature Key Data* (page 758), enter **700**.
   - To set up a *UCD* night key on a DSS Console:
     - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **18**.
     - In *2402-[01-60]: DSS Console Key Data* (page 801), enter **700**.

3.	**Set up the Automated Attendant to answer outside calls at night.**

3. *3112-04: Direct Termination at Night* (page 820), enter **700**.

4. Set up a *System* night key on your extension or DSS Console to control the day/night mode of the lines terminated to Key Ring during the day
   - To set up a *System* night key on an extension:
     - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **18**.
     - In *2121-[01 to 24]: Feature Key Data* (page 758), press **CLEAR**.
   - To set up a *System* night key on a DSS Console:
     - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **18**.
     - In *2402-[01-60]: DSS Console Key Data* (page 801), press **CLEAR**.

4.	**Set up the Answer Tables.**

1. See *Answer Tables* (page 420) for more.

5.	**Set up the Call Routing Mailboxes.**

1. See *Call Routing Mailbox* (page 450) for more.

6.	**Set up the Dial Action Tables.**

1. See *Dial Action Table* (page 465) for more.

Other Related Features

Features

None

IntraMail Features

Answer Tables (page 420)

Determines how the Automated Attendant answers outside calls on each line.

Call Routing Mailbox (page 450)

The mailbox associated with an Answer Table that specifies the dialing options (Dial Action Table) and Instruction Menu that announcements are available to Automated Attendant callers.

Dial Action Table (page 465)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Fax Detection (page 485)

The Automated Attendant can route outside calls to the company fax machine.

Multiple Company Greetings (page 550)

One IntraMail system can provide individual greetings and dialing options for several companies.

Operation

Using the Automated Attendant
For the outside caller:
1.	After Automated Attendant answers, the voice prompts will instruct you on which digits to dial.

Automated Attendant, Built-In

Description

Provides built-in call answering capability when IntraMail is not installed.

For the full-featured IntraMail Automated Attendant that automatically answers incoming calls, plays an Instruction Menu message, and provides dialing options to callers, see Automated Attendant (page 433)**.**

The Built-In Automated Attendant gives the system call answering and routing capabilities when IntraMail is not installed. The Built-In Automated Attendant can use any of the first eight Call Routing Mailboxes (001-008) for call handling, and each of these eight Routing Mailboxes can have a 30 second Instruction Menu message (Attendant Greeting). The Routing Mailboxes *must* be Call Routing Mailboxes, and all other Routing Mailbox types are ignored. Additionally, the Built-In Automated Attendant provides two voice mail ports, allowing it to process two calls simultaneously.

The Built-In Automated Attendant does not provide voice mail.

Just like the full featured IntraMail Automated Attendant, the Built-In Automated Attendant can answer outside calls on each line according to the time of the day and day of the week that the call is ringing. After answering, the Built-In Automated Attendant plays an Instruction Menu message (greeting) to the caller and provides them with dialing options. The block diagram below shows the default Built-In Automated Attendant configuration. There are 3 major Automated Attendant components:

- ❧ *Answer Tables* (page 420)
  The Answer Table (8 maximum) determines how the Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is *not* in effect, the Answer Table uses its Default Mailbox to determine routing.
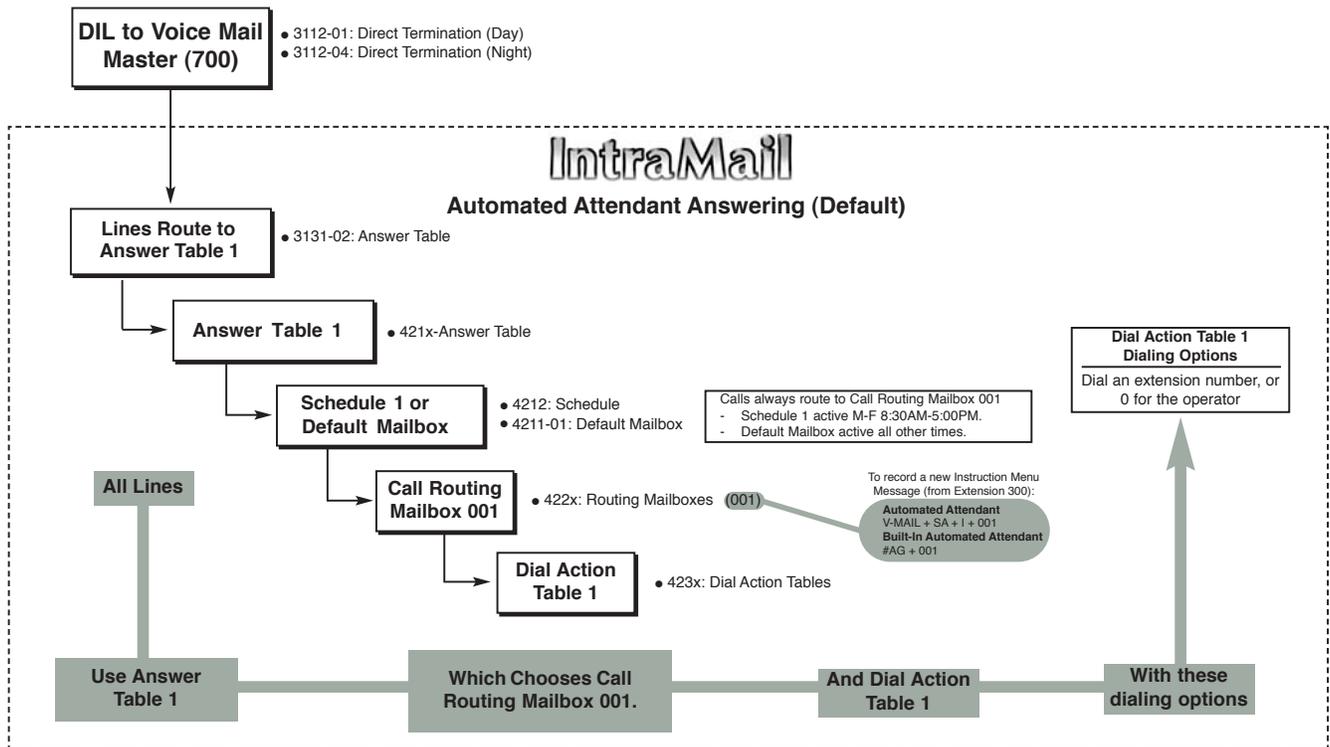   - By default, all lines use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM.
    - All eight Answer Tables are available to the Built-In Automated Attendant.
- ❧ *Call Routing Mailbox* (page 450)
  A Call Routing Mailbox (16 maximum) is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.
    - By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 1.
    - Routing Mailboxes 001-008 are available to the Built-In Automated Attendant. Each Routing Mailbox *must* be a Call Routing Mailbox.
- ❧ *Dial Action Table* (page 465)
  Once the Automated Attendant answers, the Dial Action Table (16 maximum) provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup. The valid Dial Action Table actions for the Built-In Automated Attendant are:
    - UTRF (Unscreened Transfer)
    - GOTO (Go to a Mailbox)
    - Hang Up
    - By default, Call Routing Mailbox 1 uses Dial Action Table 1.
    - All 16 Dial Action Tables are available to the Built-In Automated Attendant.

DIL to Voice Mail Master (700)
● 3112-01: Direct Termination (Day)
● 3112-04: Direct Termination (Night)

IntraMail
Automated Attendant Answering (Default)

Lines Route to Answer Table 1
● 3131-02: Answer Table

Answer Table 1
● 421x-Answer Table

Schedule 1 or Default Mailbox
● 4212: Schedule
● 4211-01: Default Mailbox

Calls always route to Call Routing Mailbox 001
- Schedule 1 active M-F 8:30AM-5:00PM.
- Default Mailbox active all other times.

Dial Action Table 1 Dialing Options
Dial an extension number, or 0 for the operator

All Lines

Call Routing Mailbox 001
● 422x: Routing Mailboxes   (001)

To record a new Instruction Menu Message (from Extension 300):
Automated Attendant
V-MAIL + SA + I + 001
Built-In Automated Attendant
#AG + 001

Dial Action Table 1
● 423x: Dial Action Tables

Use Answer Table 1

Which Chooses Call Routing Mailbox 001.

And Dial Action Table 1

With these dialing options

IntraMail Features

Upgrading from the Built-In Automated Attendant

To upgrade to IntraMail from the Built-In Automated Attendant:

1. Plug the IntraMail CompactFlash card into the system.
   - See your system's *Hardware Manual* for more.

2. Reset the system. IntraMail automatically installs.

3. Rerecord your Instruction Menu Messages.
   - Your Answer Schedule and Dial Action Table programming remain intact.

Conditions
• None

Default Setting
• See *Description* above.

Automated Attendant, Built-In

Programming

| 1. | **Enable the Built-In Automated Attendant.** |

1. In *4101-01: Voice Mail Type* (page 863), enter **1**.
2. (Optional) If you want to upgrade the Built-In Automated Attendant to IntraMail:
   - Plug in the IntraMail CompactFlash Card.
   - Reset the system.
   - All system programming (Answer Tables, Dial Action Tables, etc.) will be retained.
   - Any custom Instruction Menu messages will be unavailable.

| 2. | **Should extension be able to record the Instruction Menu message (greeting)?** |

1. If yes, in *2102-04: User Programming Access Level* (page 725) enter **5**.
2. If no, in *2102-04: User Programming Access Level* (page 725) enter **1-4**.

| 3. | **Assign Answer Tables to outside lines.** |

1. In *3131-02: IntraMail Answer Table Assignment* (page 828), assign an Answer Table (1-8) to each line that the Automated Attendant should answer.

| 4. | **Set up the Automated Attendant to answer outside calls during the day.** |

1. In *3112-01: Direct Termination in the Day* (page 819), enter **700**.
2. Set up a *UCD* night key on your extension or DSS Console to control the day/night mode of lines terminated to voice mail during the day
   - To set up a *UCD* night key on an extension:
     - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **18**.
     - In *2121-[01 to 24]: Feature Key Data* (page 758), enter **700**.
   - To set up a *UCD* night key on a DSS Console:
     - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **18**.
     - In *2402-[01-60]: DSS Console Key Data* (page 801), enter **700**.

| 5. | **Set up the Automated Attendant to answer outside calls at night.** |

3. *3112-04: Direct Termination at Night* (page 820), enter **700**.
4. Set up a *System* night key on your extension or DSS Console to control the day/night mode of the lines terminated to Key Ring during the day
   - To set up a *System* night key on an extension:
     - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **18**.
     - In *2121-[01 to 24]: Feature Key Data* (page 758), press **CLEAR**.
   - To set up a *System* night key on a DSS Console:
     - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **18**.
     - In *2402-[01-60]: DSS Console Key Data* (page 801), press **CLEAR**.

| 6. | **Set up the Answer Tables.** |

1. See *Answer Tables* (page 420) for more.

| 7. | **Set up the Call Routing Mailboxes.** |

1. See *Call Routing Mailbox* (page 450) for more.

8.	**Set up the Dial Action Tables.**

1. See *Dial Action Table* (page 465) for more.

9.	**Set the maximum message length for Automated Attendant callers leaving a message in a mailbox.**

1. Set the maximum message length in *4201-02: Incoming Message Length* (page 872).
- This sets the maximum message length (**1-4095** seconds) for outside Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailboxes.

Other Related Features

Features
None

IntraMail Features

Answer Tables (page 420)
> Determines how the Automated Attendant answers outside calls on each line.

Call Routing Mailbox (page 450)
> The mailbox associated with an Answer Table that specifies the dialing options (Dial Action Table) and Instruction Menu that announcements are available to Automated Attendant callers.

Dial Action Table (page 465)
> Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Fax Detection (page 485)
> The Automated Attendant can route outside calls to the company fax machine.

Multiple Company Greetings (page 550)
> One IntraMail system can provide individual greetings and dialing options for several companies.

IntraMail Features

Operation

Using the Built-In Automated Attendant	
For the outside caller:	
1.	After Automated Attendant answers, the voice prompts will instruct you on which digits to dial.

Recording an Automated Attendant Instruction Menu (Attendant Greeting) Message [Super Display Soft Key] - [Keyset Soft Key]				
#AG **(#24)**	Access the Attendant Greeting options. • Your extension must have access level 5.			
	Enter the Call Routing Mailbox number (001-008).			
		L (5)	Listen to the current Instruction Menu (if any). **[Listen] - [Lstn]**	
		# **X** (9)	Exit.	
		R (7)	Record a new Instruction Menu. **[Record] - [Rec]**	
		Record message.		
			*	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
			E (3)	Erase recording. **[Cancel] - [Cancel]**
			#	Exit recording mode. **[Done] - [Done]**
		E (3)	Erase the Instruction Menu. **[Erase] - [Erase]**	
		# **X** (9)	Exit. **[Exit] - [Exit]**	
	0	Plays Help message.		

Description

> **While on an outside call, an extension user can transfer their call to the Automated Attendant for additional dialing options.**

An extension user can transfer their outside call to the Automated Attendant so the outside caller can use the Automated Attendant dialing options. This helps an outside caller, for example, that wants to return to the Automated Attendant so they can dial another co-worker or use a different Automated Attendant option.

Conditions
- Extensions cannot call or be transferred to the IntraMail Automated Attendant.

Default Setting
- Enabled

Programming

No additional programming required.

Other Related Features

Features
None

IntraMail Features
Automated Attendant (page 433)
> The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Operation

Automated Attendant Transfer
To transfer an outside call to the Automated Attendant:
1.   While on an outside call, press **V-MAIL**.

Automatic Routing for Rotary Dial Callers

Description

Automatically route Automated Attendant callers that don't dial any digits to a specified option.

If an Automated Attendant caller doesn't dial any digits, IntraMail will automatically route them to a specified option (such as the operator or a mailbox). This lets rotary telephone users stay on the line to leave a message or have their call processed. Without Automatic Routing for Rotary Dial Callers, rotary callers would not be able to use the Automated Attendant.

Conditions
- None

Default Setting
- Callers that don't dial go to extension 300.

Programming

1.	**Program the Dial Action Table TIMEOUT function.**

1. In *4231-Digit Assignment* (page 901), assign the TIMEOUT function routing.
- Since rotary dial callers can't dial DTMF digits, the TIMEOUT function provides routing.

Other Related Features

Features
None

IntraMail Features
Guest Mailbox (page 503)
Consider routing rotary dial callers to a Guest Mailbox to collect messages.

Operation

None

Description

Provides IntraMail voice prompts in one of two active languages.

Bilingual Voice Prompts provides IntraMail voice prompts in one of two active languages (primary and secondary). These language choices are available to Routing Mailboxes, outside lines, Station Mailboxes, and Group Mailboxes as follows:

- *Routing Mailbox*
  The language an Automated Attendant caller hears is set by the answering Routing Mailbox.
- *Outside Line*
  For outside lines not answered by the Automated Attendant, the language the caller hears if routed to voice mail is set by the line. An outgoing outside call also hears the line's language setting if it is then transferred to a co-worker's mailbox.
- *Station Mailbox*
  When you log onto your own mailbox and use its features, you always hear your mailbox language. If you call a co-worker and leave a message, you will hear the system's Primary Language.
- *Group Mailbox* and *UCD Group Mailbox*
  Similar to a Station Mailbox, when you log into a Group or UCD Group Mailbox and use its features, you always hear the language programmed for that mailbox. If a co-worker leaves a message in the Group Mailbox, they hear the system's Primary Language.

There are up to six languages stored in the IntraMail CompactFlash card, any two of which you can make active. By default, English mnemonic and English numeric are active and the other four languages (if any) are inactive. You activate an inactive language through system programming.

Automated Attendant callers can optionally dial a digit to select the language of their choice.

How the System Handles Language Priority

The following illustration shows how IntraMail prioritizes language selection while routing a call. For example:

1. The Automated Attendant answers an outside call using a Call Routing Mailbox with the Secondary Language selected.
2. The caller dials extension 308, which has the Primary Language enabled and is set up to hunt to voice mail if unanswered.
3. Extension 308 doesn't answer and the caller is routed to voice mail. The voice prompts played to the caller (except for the recorded Greeting and Mailbox Name) are in the Secondary Language. The Call Routing Mailbox language selection overrides language setting for the destination mailbox.

Bilingual Voice Prompts

Priority 1 — Routing Mailbox	If an outside call is answered by a Routing Mailbox (e.g., when Automated Attendant answers), the caller uses the **Routing Mailbox language** for the duration of the call.
Priority 2 — Line	When an outside call is answered by voice mail (e.g., when a DIL to an extension hunts to that extension's mailbox), the caller uses the **language programmed for the line** for the duration of the call.
Priority 3 — System Primary Language	if you call a co-worker and leave a message, you will use the system's Primary Language.
Priority 4 — Subscriber's Own Mailbox	If you log onto your mailbox and use its features, you always use **your mailbox language.**

Conditions
- None

Default Setting
- Primary Language is English mnemonic.
- Secondary Language is English numeric.
- All mailboxes use the Primary Language.
- There are currently no other stored languages available.

Programming

1.	Review how the system handles language priority.

1. See *How the System Handles Language Priority* (page 443) for more.

2.	Activate the system's Primary and Secondary Languages.

1. In *4203-01: Primary Voice Prompt Language* (page 879), set the primary IntraMail voice prompt language. From the six choices, you can activate one primary and one Secondary Language. The options are:
    - **1** for US English Mnemonic
    - **2** for US English Mnemonic
    - **3**-**6** - Not used
2. In *4203-02: Secondary Voice Prompt Language* (page 879), set the secondary IntraMail voice prompt language. From the six choices, you can activate one primary and one Secondary Language. The options are:
    - **1** for US English Mnemonic
    - **2** for US English Mnemonic
    - **3**-**6** - Not used

3.	**Select the prompt language for Call Routing Mailboxes.**

1. In *4221-02: Routing Mailbox Voice Prompt Language* (page 890), select the prompt language used by calls answered or routed to the Routing Mailbox. The options are:
    - **1** for Primary Language
    - **2** for Secondary Language

4.	**Optionally allow an Automated Attendant caller to dial a digit to switch languages.**

1. For the Call Routing Mailbox that will <u>initially answer</u> the call:
    - In *4221-02: Routing Mailbox Voice Prompt Language* (page 890) select the prompt language the caller should initially hear (**1** for primary or **2** for secondary).
    - In *4231-Digit Assignment* (page 901) for the assigned Dial Action Table, for an available key:
      - For *Action*, enter **7** (GOTO).
      - For *Number*, enter the number of the Call Routing Mailbox that will have the alternate language.
      - Record an Instruction Menu that instructs the caller which digit to dial to switch languages.
2. For the Call Routing Mailbox that will have the <u>alternate language</u>:
    - In *4221-02: Routing Mailbox Voice Prompt Language* (page 890) select the alternate prompt language (**1** for primary or **2** for secondary).
    - (Optional) In *4231-Digit Assignment* (page 901) for the assigned Dial Action Table, for an available key:
      - For *Action*, enter **7** (GOTO).
      - For *Number*, enter the number of the Call Routing Mailbox that initially answered the call.
      - Record an Instruction Menu that tells the caller which digit to dial to return to the initial language.

5.	**Select the prompt language for outside lines.**

1. In *3131-03: Line Voice Prompt Language* (page 829), select the prompt language for calls on the line that are routed to voice mail. The options are:
    - **1** for Primary Language
    - **2** for Secondary Language

6.	**Select the prompt language for Station Mailboxes.**

1. In *2142-04: Station Mailbox Voice Prompt Language* (page 768), select the prompt language the subscriber hears when they log into their mailbox. The options are:
    - **1** for Primary Language
    - **2** for Secondary Language

7.	**Select the prompt language for Ring Group Mailboxes.**

1. In *2212-04: Ring Group Mailbox Voice Prompt Language* (page 783), select the prompt language the Group Mailbox user hears when they log into the Group Mailbox. The options are:
    - **1** for Primary Language
    - **2** for Secondary Language

8.	**Select the prompt language for UCD Group Mailboxes.**

1. In *2312-04: UCD Group Mailbox Voice Prompt Language* (page 795), select the prompt language the UCD Group Mailbox user hears when they log into the UCD Group Mailbox. The options are:
    - **1** for Primary Language
    - **2** for Secondary Language

IntraMail Features

Bilingual Voice Prompts

Other Related Features

Features

Transfer (page 358)

Transferred outside calls use the language setting of the line.

IntraMail Features

Log Onto Voice Mail (page 515)

When doing a Remote Logon through the Automated Attendant, the caller uses the destination mailbox language setting (not the language of the Routing Mailbox that answered the call).

Message Notification (page 535)

Message Notification uses the notifying mailbox's language (not the language of the line used to place the callout).

Quick Message (page 560)

If leaving a Quick Message through the Automated Attendant, the caller uses the language of the Routing Mailbox that answered the call (not the language of the mailbox in which they are leaving the Quick Message).

Voice Prompting Messages (page 593)

The language used for an extension's Voice Prompting Messages is set by the Subscriber Mailbox language selection.

Operation

None

Description

An extension user can forward their calls to their mailbox.

A subscriber can easily forward calls to their Subscriber Mailbox. Instead of dialing an extension as the forwarding destination, the user just presses their **V-MAIL** key instead. With Call Forward to a Mailbox, the subscriber is assured that their calls don't get forgotten when they are busy or unavailable. Unlike with Extension Hunting to Voice Mail, forwarding lets the subscriber choose when and how they want their unanswered calls to go to voice mail (rather than have the telephone system reroute their calls automatically).

Call Forwarding a Subscriber's Direct Inward Line to their Mailbox

The following table describes how IntraMail handles a subscriber's Direct Inward Line when it is Call Forwarded to their mailbox. The routing occurs when the caller dials a digit while listening to the recorded or default mailbox greeting.

Dialing Options while Listening to a Subscriber Mailbox Greeting			
2144-04: Next Call Routing Mailbox	**2144-03: Dialing Option**	**Digit Dialed**	**Action**
Undefined	No	0	Caller hears, "*That is an invalid entry,*" and the greeting repeats, and the caller is prompted to leave a message.
		1-9	
		#	IntraMail hangs up.
		*	Caller skips greeting and can immediately start recording.
1-16 (valid Call Routing Mailbox)	No	0	Caller follows 0 action in Next Call Routing Mailbox.
		1-9	Caller hears, "*That is an invalid entry,*" the greeting repeats, and the caller is prompted to leave a message.
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.
		*	Caller skips greeting and can immediately start recording.
1-16 (valid Call Routing Mailbox)	Yes	0	Caller follows key's action in Next Call Routing Mailbox.
		1-9	
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.
		*	Caller skips greeting and can immediately start recording.

Logging Onto a Subscriber Mailbox while Listening to the Greeting

A subscriber who wishes to log onto their mailbox while listening to their greeting must have the option set in their Next Call Routing Mailbox. To allow this capability, for example:

1. Program the Next Call Routing Mailbox # digit as LOGON to IXXX.

2. While listening to their greeting, the subscriber can dial:
(to route to their Next Call Routing Mailbox), then
and their mailbox number to log onto their mailbox.

By default, this option is provided in Call Routing Mailbox 1. Additionally, the subscriber should enable a Security Code for their mailbox to prevent unauthorized logons.

Call Forward to a Mailbox

Conditions
- None

Default Setting
- Call Forwarding is allowed, but not set up for any extensions.
- Ring No Answer Call Forward occurs after 10 seconds.

Programming

1.	Set how long an unanswered call will ring before forwarding.

1. In *1601-03: Call Forward No Answer Timer* (page 670), program how long an unanswered call will ring before forwarding.
   - For type 2 (Not Answered) and type 6 (Busy or Not Answered) forwarding, an unanswered call will forward after this interval.
   - This timer applies to transferred outside calls, Direct Inward Lines, and Intercom calls.
   - For more on timers that may affect Call Forwarding, see *Call Forwarding* (page 44).

Other Related Features

Features

None

IntraMail Features

Auto Attendant Do Not Disturb (page 427)

When enabled, Auto Attendant Do Not Disturb automatically sends all calls from the Automated Attendant to the subscriber's mailbox.

Extension Hunting to Voice Mail (page 478)

Extension Hunting to Voice Mail automatically sends calls to an extension's mailbox without the user having to set up Call Forwarding.

Message Forward (page 531)

A subscriber can forward a message in their Subscriber Mailbox to a co-worker.

Next Call Routing Mailbox (page 552)

The setting of the Next Call Routing Mailbox and Dialing Option options determine the digits a caller can dial while listening to the recorded or default mailbox greeting.

Operation

Activating or Canceling Call Forward to your Mailbox		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To activate Call Forwarding:		
1.	Select the Call Forwarding options.	
	[Menu + Call Forward] [Menu + Cfwd]	Alternately do one of the following: • Press **INTERCOM** and dial ***3**. • Press your Call Forwarding Feature Key.
2.	Select or cancel a Call Forwarding type.	
	[Immediate] [Immed]	Select Call Forwarding Immediate. • Alternately dial **4**.
	[Ring/No Ans] [RNA]	Select Call Forwarding when Not Answered.[1] • Alternately dial **6**.
	[Busy/No Ans] [BNA]	Select Call Forwarding when Busy or Not Answered.[1] • Alternately dial **2**.
	[None] [More + More + None]	Select to cancel Call Forwarding. • Alternately dial **0**.
3.	Select the Call Forwarding destination: • An extension number. • **0** for the operator. • A UCD Group master number. • **V-MAIL** for voice mail.	
4.	Select the Call Forwarding mode.	
	[All] [All]	Select forwarding all calls. Alternately dial **2**.
	[Line Only] [Line]	Select forwarding outside calls only. Alternately dial **8**.
[1] Option will not forward voice-announced Intercom calls.		

Call Routing Mailbox

Description

> **The mailbox associated with an Answer Table that specifies the dialing options and announcements for Automated Attendant callers.**

The Call Routing Mailbox, associated with an Answer Table, specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers. By default, IntraMail provides 8 Call Routing Mailboxes (1-8). However, you can assign any of the 16 Routing Mailboxes as a Call Routing Mailbox. The Call Routing Mailbox is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers. The block diagram below shows the default IntraMail Automated Attendant configuration. There are 3 major Automated Attendant components:

❧ *Answer Tables* (page 420)

  The Answer Table (8 maximum) determines how the Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is ***not*** in effect, the Answer Table uses its Default Mailbox to determine routing.

  - By default, all lines use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM.

❧ *Call Routing Mailbox*

  A Call Routing Mailbox (16 maximum) is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.

  - By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 1.

❧ *Dial Action Table* (page 465)

  Once the Automated Attendant answers, the Dial Action Table (16 maximum) provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

  - By default, Call Routing Mailbox 1 uses Dial Action Table 1.

DIL to Voice Mail Master (700)
- 3112-01: Direct Termination (Day)
- 3112-04: Direct Termination (Night)

IntraMail
Automated Attendant Answering (Default)

Lines Route to Answer Table 1
- 3131-02: Answer Table

Answer Table 1
- 421x-Answer Table

Schedule 1 or Default Mailbox
- 4212: Schedule
- 4211-01: Default Mailbox

Calls always route to Call Routing Mailbox 001
- Schedule 1 active M-F 8:30AM-5:00PM.
- Default Mailbox active all other times.

All Lines

Call Routing Mailbox 001
- 422x: Routing Mailboxes (001)

To record a new Instruction Menu Message (from Extension 300):
Automated Attendant
V-MAIL + SA + I + 001
Built-In Automated Attendant
#AG + 001

Dial Action Table 1
- 423x: Dial Action Tables

Dial Action Table 1 Dialing Options
Dial an extension number, or 0 for the operator

Use Answer Table 1 → **Which Chooses Call Routing Mailbox 001.** → **And Dial Action Table 1** → **With these dialing options**

Conditions
• None

Default Setting
• See *Description* above.

Programming

| 1. | **Set up the Call Routing Mailbox.** |

1. In *4221-01: Routing Mailbox Type* (page 890), enter **1**.
- Select the Routing Mailbox (**1-16**) you want to program.
- By default, Call Routing Mailboxes are **1-8**.

| 2. | **To record an Instruction Menu message for the Call Routing Mailbox:** |

1. See *Operation* below.

| 3. | **To assign which Dial Action Table will provide dialing options for this Call routing Mailbox:** |

1. In *4222-01: Dial Action Table* (page 891), enter the Dial Action Table (**1-16**) that will provide the dialing options for the Call Routing Mailbox.

| 4. | **To change the amount of time Automated Attendant callers have to dial options:** |

1. See *Automated Attendant* (page 433) for more.

2. In *4222-02: Time Limit for Dialing Commands* (page 891), enter the timeout duration (**0**-**99** seconds).
- By default, Automated Attendant callers have 5 seconds to dial commands.

3. If the caller waits too long to dial:
- When the associated Dial Action Table has a Timeout action programmed, the caller routes to that destination.
- When the associated Dial Action Table does not have a Timeout action programmed, the Instruction Menu repeats 3 times and then IntraMail hangs up.

| 5. | **To set the Maximum Length of Instruction Menus:** |

1. In *4201-01: Outgoing Message Length* (page 871), adjust the Outgoing Message Length (**1**-**4095** seconds) as required.
- By default, this interval is 120 seconds.

Other Related Features

Features
> None

IntraMail Features
> *Answer Tables* (page 420)
>> The Call Routing Mailbox associates specific dialing options (Dial Action Table) with an Answer Table.
>
> *Automated Attendant* (page 433)
>> The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.
>
> *Dial Action Table* (page 465)
>> Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.
>
> *Next Call Routing Mailbox* (page 552)
>> Provides callers with additional dialing options after they leave a message in an extension's mailbox.

Call Routing Mailbox

System Administrator (page 576)

      The System Administrator can record the Instruction Menu for a Call Routing Mailbox. See *Operation* below.

Operation

Recording an Instruction Menu for a Call Routing Mailbox [Super Display Soft Key] - [Keyset Soft Key]					
Log onto System Administrator's mailbox.					
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**				
	I (4)	Select Instruction Menus. **[Instruction] - [Instr]**			
		Enter the Call Routing Mailbox number (001-016).			
			L (5)	Listen to the current Instruction Menu (if any). **[Listen] - [Lstn]**	
				#	Exit listen mode.
			R (7)	Record a new Instruction Menu. **[Record] - [Rec]**	
				Record message.	
				*	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
				E (3)	Erase recording. **[Cancel] - [Cancel]**
				#	Exit recording mode. **[Done] - [Done]**
			E (3)	Erase the Instruction Menu. **[Erase] - [Erase]**	
			#	Go back to the System Administrator options. **[Exit] - [Exit]**	
		#	Go back to the System Administrator options. **[Exit] - [Exit]**		
0	Plays Help message.				

Description

Users can screen (listen to) voice mail messages as they are being left in their mailbox.

Call Screening allows a display keyset extension user to listen to (screen) a voice mail message as it is being left in their mailbox. Call Screening emulates a standard home answering machine — in addition to providing more control when handling incoming messages. Similar to Personal Answering Machine Emulation, the extension user can listen as the message is being left, intercept the call, or end the screen and have the message recorded privately. Unlike Personal Answering Machine emulation, Call Screening does not require the extension user to forward their calls immediately to voice mail. The telephone display automatically shows the Call Screening soft key options as soon as the recording begins.

When enabled, Call Screening will broadcast the caller's message as soon as the mailbox Greeting completes. Additionally, if the extension user intercepts (answers) the screened call, the first portion of the message is automatically erased from the extension's mailbox.

Any caller that can leave a message can have their call screened by the extension user.

Call Screening and Group Mailboxes

If extensions share a Group Mailbox, any number of extensions in the group can screen an incoming message. The group extensions can monitor the incoming message simultaneously. If any group member answers the call (i.e., intercepts the incoming message), the remaining group members are immediately disconnected.

Automatic Call Screening

With Automatic Call Screening enabled, an extension will immediately screen (broadcast) an incoming message as soon as the caller starts to leave it in the extension's mailbox. The extension user hears two beeps followed by the caller's voice.

Conditions
- If more than one caller is leaving a message in a mailbox simultaneously, Call Screening will listen to the first message.

Default Setting
- Call Screening disabled.

Programming

1.   Should the extension be able to use Call Screening?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.
2. If yes, in *1401-12: Call Screening* (page 632) enter **Yes**.
3. If no, in *1401-12: Call Screening* (page 632) enter **No**.

Other Related Features

Features
None

IntraMail Features
Group Mailbox (page 497)
    Any number of extensions in the group can screen an incoming message.

Call Screening

Operation

<table>
<tr>
<td colspan="3" align="center">Manual Call Screening Operation</td>
<td><u>In these instructions:</u>
[Super Display Soft Key]
[Keyset Soft Key]</td>
</tr>
<tr>
<td colspan="4">
• When Automatic Call Screening is off, you hear a single beep and V-MAIL flashes fast while IntraMail records your caller's message. Your display automatically changes to show the Call Screening soft key options.
• Call Screening is only available while your telephone is idle.
</td>
</tr>
<tr>
<td colspan="4">To intercept the call (and stop recording the message):</td>
</tr>
<tr>
<td>1.</td>
<td>[Answer]
[Answ]</td>
<td colspan="2">This intercepts the call.
    • Alternately press the flashing V-MAIL key.</td>
</tr>
<tr>
<td colspan="4"> </td>
</tr>
<tr>
<td colspan="4">To hear your caller's message as it is recorded in your mailbox (i.e., activate the Call Screening mode):</td>
</tr>
<tr>
<td>1.</td>
<td colspan="3">[Screen] - [Scrn]</td>
</tr>
<tr>
<td></td>
<td colspan="3">To intercept the call (and stop recording the message):</td>
</tr>
<tr>
<td></td>
<td>1.</td>
<td>[Answer]
[Answ]</td>
<td>This intercepts the call.
• Alternately press SPEAKER, lift the handset, or press V-MAIL.</td>
</tr>
<tr>
<td></td>
<td colspan="3">To continue listening to your caller's message as it is being recorded:</td>
</tr>
<tr>
<td></td>
<td>1.</td>
<td colspan="2">Do nothing.</td>
</tr>
<tr>
<td></td>
<td colspan="3">To exit Call Screening and allow the message to continue recording in private:</td>
</tr>
<tr>
<td></td>
<td>1.</td>
<td>[Exit]
[Exit]</td>
<td>The message continues to record privately.</td>
</tr>
<tr>
<td></td>
<td colspan="3">To use another feature or process another call:</td>
</tr>
<tr>
<td></td>
<td>1.</td>
<td>[Exit]
[Exit]</td>
<td>To use another feature, lift the handset or press any other feature key.</td>
</tr>
<tr>
<td colspan="4"> </td>
</tr>
<tr>
<td colspan="4">To exit Call Screening and allow the message to continue being recorded in private:</td>
</tr>
<tr>
<td>1.</td>
<td>[Exit]
[Exit]</td>
<td colspan="2">The message continues to record privately.</td>
</tr>
<tr>
<td colspan="4"> </td>
</tr>
<tr>
<td colspan="4">To use another feature or process another call:</td>
</tr>
<tr>
<td>1.</td>
<td colspan="3">Lift the handset, press SPEAKER, or press any other feature key.</td>
</tr>
</table>

Automatic Call Screening Operation		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
• When Automatic Call Screening is on, your idle telephone automatically goes into the screen mode while your caller leaves a message. • Call Screening is only available while your telephone is idle.		

To turn Automatic Call Screening on or off:

1.	[Menu + Screen] [Menu + More + More + Scrn]		Enable or disable Automatic Call Screening.
		[On] [On]	Turn Automatic Call Screening on. • The top line of the display shows the Automatic Call Screening status.
		[Off] [Off]	Turn Automatic Call Screening off. • The top line of the display shows the Automatic Call Screening status.
		[Exit] [Exit]	Exit.

To intercept the call (and stop recording the message):

1.	[Answer] [Answ]	This intercepts the call. • Alternately press **SPK**, **V-MAIL**, or lift the handset.

To continue listening to your caller's message as it is being recorded:

1.	Do nothing.

To exit Call Screening and allow the message to continue recording in private:

1.	[Exit] [Exit]	The message continues to record privately.

To use another feature or process another call:

1.	[Exit] [Exit]	To use another feature, lift the handset or press any other feature key.

IntraMail Features

Caller ID and Voice Mail

Description

A telephone company service that provides a caller's number and optional name.

Caller ID is a telephone company service that provides an extension with a caller's number and optional name. With Caller ID, the keyset user knows who's calling before they pick up the call. Caller ID Logging stores a record of the call on the user's telephone which they can review and use to easily return the call. When used with IntraMail, Caller ID enables the Make Call feature for outside calls. After listening to a voice message, the subscriber can dial **MC** to return the call without knowing the callers phone number.

Conditions
- None

Default Setting
- Caller ID is disabled in the telephone system programming.

Programming

> **Be sure the telephone system is configured to pass
> Caller ID to the IntraMail voice mail ports.**

| 1. | **No IntraMail specific programming required.** |

1. No additional programming is required to enable Caller ID in IntraMail.

| 2. | **Check your telco service.** |

1. Be sure the telco provides Caller ID to the connected telephone system.

| 3. | **Check your telephone system programming to be sure it is set up to receive Caller ID and pass it to the IntraMail voice mail ports.** |

1. In *3121-01: Caller ID Type* (page 825) enter the type of Caller ID required (DSP = **1**, ATRU = **2,** T1/E1 ANI = **3**).
    - For ANI Caller ID, in *3121-02: ANI/DNIS Format* (page 825) and *3121-04: Number of ANI Digits* (page 826), set for compatibility with the connected service.
2. In *1611-06: Caller ID Detection Timer* (page 684), set for compatibility with the connected service.
3. In *3131-01: Pass Caller ID to Voice Mail* (page 828),enter **Yes**.

| 4. | **Set up your basic Caller ID Logging programming.** |

1. In *3711-01: Caller ID Callback Route Type* (page 856), select the type of route used for Caller ID call-backs (**1** = line, **2** = Line Group).
2. For line, in *3711-01: Caller ID Callback Line* (page 856) enter the line number (**1-64**) the system will use for Caller ID callbacks.
3. For Line Groups, in *3711-01: Caller ID Callback Group* (page 857) enter the Line Group number (**90-98**) the system will use for Caller ID callbacks.
4. Turn to *Caller ID Logging* (page 68) for more.

Other Related Features

Features

Caller ID (page 63) and *Caller ID Logging* (page 68)
Review these features for additional information.

IntraMail Features

Make Call (page 525)
An extension user can listen to a voice message and dial a code to return the call without knowing the caller's phone number. Make call to an outside telephone number requires Caller ID.

Screened Transfer (page 567)
Screened Transfers from the Automated Attendant provide Caller ID data only after the user answers the call.

Unscreened Transfer (page 587)
Unscreened Transfers from the Automated Attendant provide Caller ID data while the call is ringing.

Operation

N/A

Description

Available. See *Make Call* (page 525) for more.

Description

Outside callers can return to the Automated Attendant for additional dialing options.

Automated Attendant callers can use various IntraMail features and then return to the Automated Attendant for additional dialing options. This lets the caller dial other extensions, leave messages for co-workers, or use other Automated Attendant features. The features below describe several ways to return to the Automated Attendant.

❧ *Automated Attendant Transfer* (page 441)
An extension user can transfer their outside call to the Automated Attendant so the outside caller can use the Automated Attendant dialing options.

❧ *Next Call Routing Mailbox* (page 552)
The Next Call Routing Mailbox provides callers with additional dialing options after they leave a message in a mailbox (depending on the setting of the Dialing Option).

Conditions
• None

Default Setting
• Enabled

Programming

Turn to *Automated Attendant Transfer* (page 441) and *Next Call Routing Mailbox* (page 552).

Other Related Features

Features
None

IntraMail Features
Turn to *Automated Attendant Transfer* (page 441) and *Next Call Routing Mailbox* (page 552).

Operation

Turn to *Automated Attendant Transfer* (page 441) and *Next Call Routing Mailbox* (page 552).

Centrex Transfer

Description

> **The Automated Attendant can transfer a caller from a Centrex line to an outside number using the features of that Centrex line.**

Centrex Transfer is a Dial Action Table option that can transfer an Automated Attendant call from a Centrex line to an outside number using the features of that Centrex line. With Centrex Transfer, the Automated Attendant answers an outside call and then transfers the caller back to the telco using the same line on which the call initially rang. To set this up, assign a Dial Action Table action as a UTRF to a System Speed Dial bin (e.g., #201P). The bin should contain the complete dial string (preceded by a Flash command) required to initiate the Centrex Transfer. When the Automated Attendant answers, the caller dials the digit and IntraMail automatically routes them to the outside number.

Centrex Transfer is only available if the telephone system connects to Centrex lines that provide the features required to complete the transfer. Similar to External Transfer, Centrex Transfer allows your callers to easily reach branch offices and important off-site associates. Unlike External Transfer, Centrex Transfer *requires* unique telco features.

Conditions
- None

Default Setting
- Disabled

Programming

1.	**Set up a Dial Action Table for Centrex Transfer.**

1. In *4222-01: Dial Action Table* (page 891), assign a Dial Action Table (**1**-**16**) to each active Call Routing Mailbox.

2. In *4231-Digit Assignment* (page 901), enter **2** to assign an available digit as a UTRF action
   - The corresponding *Routing* option should be # followed by the System Speed Dial bin, followed by a pause. (The pause gives the system time to dial the stored number.)
   - To enter a pause for the *Routing* option, press Feature Key 4.
   - For example, to have Centrex Transfer dial System Speed Dial bin 201, enter #201P.

2.	**Program the System Speed Dial bin for Centrex Transfer.**

1. In *1702-Assignment (System Speed Dial Assignment)* (page 715) (or using the **#SP** User-Programmable Feature), set up the Speed Dial bin for Centrex Transfer.
   - The stored number should flash the Centrex line and dial the number required to initiate the transfer
   - The stored number should be in the format **FXXX** (*Flash + Number*), and contain the complete dial string required to process a Centrex Transfer.
   - If using *1702-Assignment (System Speed Dial Assignment)* to program System Speed Dial:
     - Press Feature Key 1 to enter a *Flash*.
     - *Number* is the number you want the system to dial into the Centrex to initiate the transfer.
     - Use bin type 2 (line) or 3 (line group), *not* 1 (Intercom) or 4 (extend).
   - If using **#SP** to program System Speed Dial:
     - Press **FLASH** to enter a *Flash*.
     - *Number* is the number you want the system to dial into the Centrex to initiate the transfer.
     - The **LINE/GRP/ICM** entry should be line (1-64) or Line Group (90-98), not **INTERCOM**.

2. Refer to *Speed Dial* (page 315) for more.

3.	Set the Flash and pause timers for compatibility with the connected Centrex lines.

1. Set the Flash timer for compatibility with the connected Centrex lines.
   - In *1612-04: PBX/Centrex Flash Timer* (page 686), set the timer for compatibility with the connected Centrex service.
2. Set the Pause timer for compatibility with the Centrex Transfer feature.
   - In *1602-04: Dial Pause Timer* (page 673), set the timer for compatibility with the connected Centrex service.

4.	Enable Tandem Calls for the Centrex line.

1. In *3103-04: Tandem Calls* (page 816), enter **Yes**.

Other Related Features

Features
None

IntraMail Features
Dial Action Table (page 465)

Centrex Transfer uses the active Dial Action Table to route transfer an Automated Attendant caller back to the telco using the same Centrex line.

External Transfer (page 483)

External Transfer allows an Automated Attendant caller to automatically route to an outside telephone number.

Operation

Operation is automatic once set up in programming.

Conversation Record

Description

Allows an extension user to record their active call as a message in their mailbox.

Conversation Record allows a subscriber to record their active call as a new message in their mailbox, which they can review later on. Conversation Record can be helpful when an extension user is on a call that involves a lot of detail (such as a technical discussion or extensive directions). Rather than taking notes as the call progresses, the user can record the conversation and carefully review it later on. IntraMail broadcasts a beep and a voice prompt to the callers as Conversation Record begins. After calling their mailbox, the subscriber can save, edit, or delete the recorded conversation.

> **Caution**
> The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation. Some of these laws incorporate strict penalties.

Conversation Record Key for a Co-worker's Mailbox

Your extension or DSS Console can have Conversation Record keys for co-worker's mailboxes. While on a call, you can press the key to record your conversation directly into a co-worker's mailbox. You can set up the key to record into any valid Subscriber Mailbox (including Group Mailboxes programmed as Subscriber Mailboxes). This could help a dispatcher, for example, that wants to record a conversation with a client right into the responsible technician's mailbox.

Your extension can have multiple Conversation Record keys, each associated with a different mailbox.

Conditions
- None

Default Setting
- Disabled

Programming

1. Should extension be able to use Conversation Record?

1. In *2102-01: Class of Service* (page 724), check the extension's Class of Service level.

2. If yes, in *1401-06: Conversation Record* (page 629) enter **Yes**.

3. If no, in *1401-06: Conversation Record* (page 629) enter **No**.

2. Optionally put a Record key on the extension or DSS Console.

You can the **Record [Rec]** soft key in lieu of a Record Feature Key.

1. To set up a Record key on an extension:
   - In *2121-[01 to 24]: Feature Key Codes* (page 758), enter **17**.
   - In *2121-[01 to 24]: Feature Key Data* (page 758), enter the number of the extension whose conversation you want to record (i.e., your own or a co-worker's).

2. To set up Record key on a DSS Console:
   - In *2402-[01-60]: DSS Console Key Codes* (page 801), enter **17**.
   - In *2402-[01-60]: DSS Console Key Data* (page 801), enter the number of the extension whose conversation you want to record (i.e., your own or a co-worker's).

3.	**Enable the Conversation Record Beep and Warning.**

1. In *2143-05: Recording Conversation Beep* (page 771), enter **Yes**.
- If enabled, all parties on a call being recorded will hear the voice prompt *Recording* followed by a beep when the extension user initiates Conversation Record. If disabled, the voice prompt and beep will not occur.
- ***Disabling this option may be interpreted as an invasion of privacy.***

4.	**Set the maximum length of recorded conversations.**

1. In *4201-02: Incoming Message Length* (page 872), enter the maximum length of recorded conversations (**1**-**4095** seconds).
- The length of a recorded conversation is 10 times this interval.
- Since the Conversation Record time cannot exceed 4095 seconds, any settings in this option larger than 409 have no effect on the length of recorded conversations.

Other Related Features

Features
None

IntraMail Features
Subscriber Mailbox (page 574)
> Conversation Record is only available to subscriber extensions.

Operation

Conversation Record [Super Display Soft Key] - [Keyset Soft Key]		
To record your active call in your mailbox: • Only one party on a call can use Conversation Record at any one time. This includes Intercom calls and Conference calls.		
1.	Do one of the following.	
	a.	[Record] [More + Rec] Select to enable Conversation Record. • The Conversation Record soft key is only available for outside calls.
	b.	Press your Conversation Record Feature Key. • The record key can be assigned to yours or a co-worker's mailbox. • The key will flash fast (green) on your keyset; flash fast (red) on your DSS Console.
2.	Once recording begins: • You and your caller hear the voice prompt "*Recording.*" • You see: **RECORD MAILBOX XXX** (where XXX is the number of the mailbox into which the conversation is recording).	
To turn Conversation Record off:		
1.	Do one of the following. • The portion of the call already recorded is sent to your mailbox as a new message.	
	a.	Press **V-MAIL**.
	b.	Press a Record Feature Key on your extension or DSS Console.

Conversation Record

User Programmable Feature

Setting up a Conversation Record Key			
Feature	**Mnemonic**	**Operation**	**Access Level**
Voice Mail	**#KP (#57)**	**#KP** + Press key you want to program + **HOLD** + Dial **17** + Enter mailbox number or 0 for your own mailbox + **HOLD** + **SPEAKER** twice to exit.	3-5

Description

Defines the dialing options for Automated Attendant callers.

The Dial Action Table defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table, which in turn provides those dialing options to Automated Attendant callers. IntraMail provides 16 Dial Action Tables. The Dial Action Table is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers. The block diagram below shows the default IntraMail Automated Attendant configuration. There are 3 major Automated Attendant components:

■ *Answer Tables* (page 420)
   The Answer Table (8 maximum) determines how the Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is *not* in effect, the Answer Table uses its Default Mailbox to determine routing.
   - By default, all lines use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM.

■ *Call Routing Mailbox* (page 450)
   A Call Routing Mailbox (16 maximum) is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.
   - By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 1.

■ *Dial Action Table*
   Once the Automated Attendant answers, the Dial Action Table (16 maximum) provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.
   - By default, Call Routing Mailbox 1 uses Dial Action Table 1.

IntraMail Features
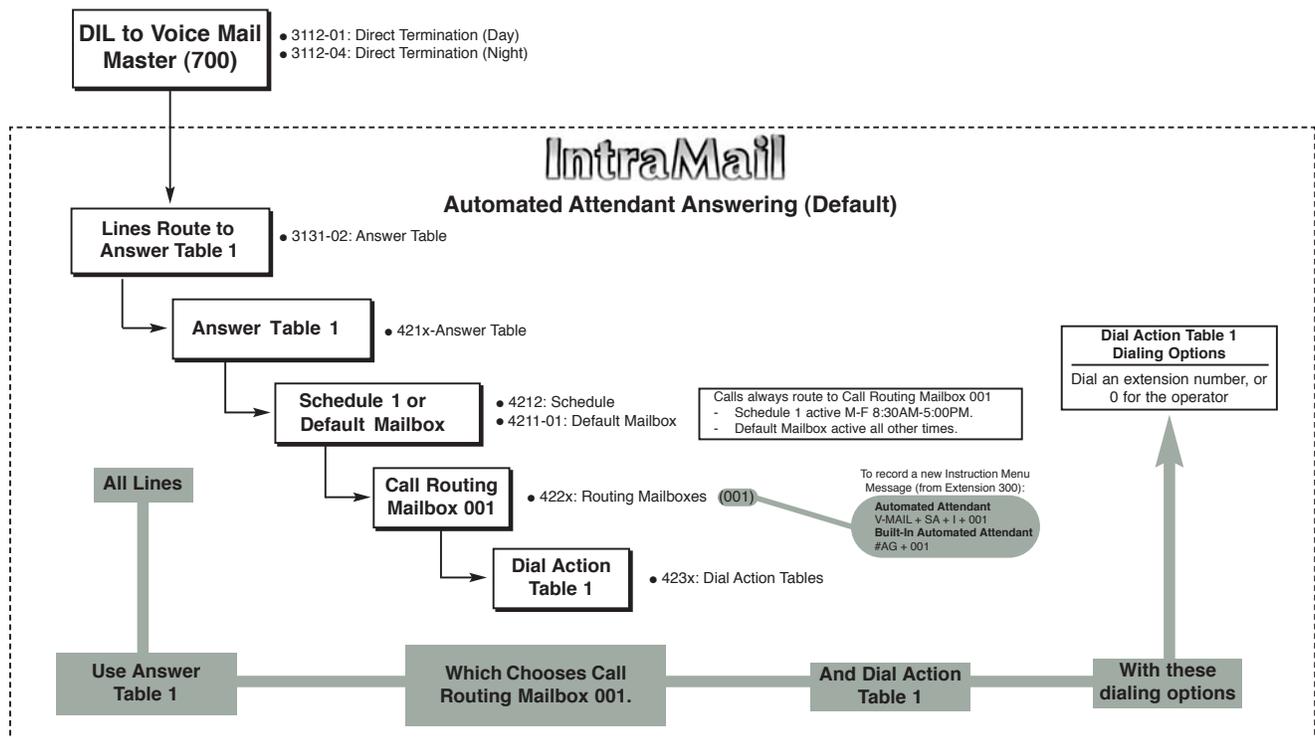
Dial Action Table

Dial Action Table Options

The following table summarizes the Dial Action Table dial (key) actions and their associated features.

	Dial Action Table Key Action Summary		
Action	**Description**	**Feature Reference**	**For more, see:**
STRF	Screened Transfer (1) Allows an Automated Attendant caller to place a Screened Transfer to an extension. IntraMail calls (screens) the destination to see if the call can go through.	*Screened Transfer* (page 567)	Page 905
UTRF	Unscreened Transfer (2) Allows an Automated Attendant caller to place an Unscreened Transfer to an extension.IntraMail transfers the call the destination and then hangs up.	*Unscreened Transfer* (page 587)	Page 906
REC1	Quick Message with Greeting (3) Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller *will* hear the extension's personal greeting.	*Quick Message* (page 560)	Page 907
REC2	Quick Message without Greeting (4) Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller *will not* hear the extension's personal greeting	*Quick Message* (page 560)	Page 908
LOGON	Log Onto Voice Mail (5) Allows an Automated Attendant caller to log onto a mailbox, either directly or one of their choosing.	*Log Onto Voice Mail* (page 515)	Page 909
Hang Up	Hang Up (6) IntraMail says "*Goodbye*" and hangs up.	*Hang Up* (page 506)	Page 910
GOTO	Go to a Mailbox, (7) Allows an Automated Attendant caller to route to another mailbox.	*Go to a Mailbox* (page 491)	Page 911
UND	Undefined Routing (0) This action provides no routing.	N/A	Page 912

Conditions
• None

Default Setting
• See *Description* above.

Programming

1.	**Assign a Dial Action Table to each active Call Routing Mailbox.**

1. In *4222-01: Dial Action Table* (page 891), assign a Dial Action Table (**1**-**16**) to each active Call Routing Mailbox.

2.	**Customize the Dial Action Table options.**

1. In *4231-Digit Assignment* (page 901), customize the Dial Action Table digit assignments as required. The following table shows the Dial Action Table default assignments.

Dial Action Table Default Settings		
Key	Dial Action Table 1	Dial Action Tables 2-16
0	UTRF to 300 (Unscreened Transfer to 300)	UND (Undefined)
1	UND (Undefined)	UND (Undefined)
2	UND (Undefined)	UND (Undefined)
3	UTRF to XXX (Unscreened Transfer to user-dialed extension)	UND (Undefined)
4	UTRF to XXX (Unscreened Transfer to user-dialed extension)	UND (Undefined)
5	UND (Undefined)	UND (Undefined)
6	UND (Undefined)	UND (Undefined)
7	UND (Undefined)	UND (Undefined)
8	UND (Undefined)	UND (Undefined)
9	HNGUP (Hangup)	UND (Undefined)
*	REC1 to IXXX (Quick Message with Greeting to user-dialed extension)	UND (Undefined)
#	LOGON to IXXX (Logon to user-dialed mailbox)	UND (Undefined)
Timeout	UTRF to 300 (Unscreened Transfer to 300)	UND (Undefined)

4.	**To change the amount of time Automated Attendant callers have to dial options:**

1. See *Automated Attendant* (page 433) for more.

2. In *4222-02: Time Limit for Dialing Commands* (page 891), enter the timeout duration (**0**-**99** seconds).
   - By default, Automated Attendant callers have 5 seconds to dial commands.

3. If the caller waits too long to dial:
   - When the associated Dial Action Table has a Timeout action programmed, the caller routes to that destination.
   - When the associated Dial Action Table does not have a Timeout action programmed, the Instruction Menu repeats 3 times and then IntraMail hangs up.

Other Related Features

Features
None

IntraMail Features
Automated Attendant (page 433)

> The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Answer Tables (page 420)

> Determines how the Automated Attendant answers outside calls on each line.

Call Routing Mailbox (page 450)

> The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcement are available to Automated Attendant callers.

Operation

N/A

Description

An Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name.

Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name. With Directory Dialing, the caller does not have to remember the extension number of the person they wish to reach — just their name. Here's how Directory Dialing works:

1. When the Automated Attendant answers, it sends the call to a Directory Dialing Mailbox. (Optionally, the caller may be asked to dial a digit to access Directory Dialing.)

2. The Directory Dialing Mailbox plays the Directory Dialing Message (recorded by the System Administrator) which asks the caller to dial letters for the name of the person they wish to reach.

3. The caller dials the letters for the person's name plus #. They can dial by first name or last name, depending on how the Directory Dialing Message was recorded and the Directory Dialing Mailbox was set up.

4. IntraMail searches the list of programmed extension names for a match of the caller-entered letters.

5. Voice prompts announce the first three matches, and allow the caller to dial a digit (1-3) to reach one of the announced matches. Additionally, the caller can dial 4 to hear additional matches (if any).

6. The caller dials the digit for the extension they wish to reach, and IntraMail sends the call to that extension. The call is sent as a Screened or Unscreened transfer, depending on programming.

For callers to use Directory Dialing, the system must have a name programmed for each extension (up to 18 characters, A-Z, using upper and lower case letters). Each extension should also have a name recorded in their Subscriber Mailbox. In addition, each extension used by Directory Dialing must be installed and must have their Subscriber Mailbox active (Personal or Group).

Conditions
- None

Default Setting
- Disabled

Programming

Basic Setup

| 1. | **Set up the Directory Dialing Mailbox.** |

1. In *4221-01: Routing Mailbox Type* (page 890), enter **3** to assign the selected Routing Mailbox as a Directory Dialing Mailbox.

| 2. | **Set up Directory Lists to control which extensions Directory Dialing can access.** |

1. In *2144-05: Directory List Number* (page 774), Select the Directory List to which the extension belongs. The entries are:
   - **1-8** for lists 1-8
     0 (for no list)
     * (for all lists).
2. In *4224-01: Directory List Number to Use* (page 895), enter the number of the Directory List to which the Directory Dialing Mailbox can route calls. The entries are **1**-**8** (for lists 1-8).

Directory Dialing

3.	**To record a Directory Dialing Message:**

1. See *Operation* below.
- The Directory Dialing Message is the Instruction Menu for the Routing Mailbox programmed as a Directory Dialing Mailbox.
- By default (without a custom message recorded), the Directory Dialing Message is, "*Please enter one or more letters of the person's name, then press the pound key.*"

2. Check *4201-01: Outgoing Message Length* (page 871).
- This option sets the maximum message length (**1**-**4095** seconds) for Instruction Menus.

Extension Name Programming and Routing

1.	**Set up the name programming and enter names.**

1. In *1511-01: Name Format* (page 655), set the name format. This determines how names should be entered in *2101-02: Station Name* (page 720).
- **1** for first name followed by last name.
- **2** for last name followed by first name.

2. In *2101-02: Station Name* (page 720), enter a name for each extension. The format you use should follow the setting of *1511-01: Name Format* (page 655).

3. In *4224-04: Extension Name Match* (page 897), select the portion of the extension name on which the Directory Dialing Mailbox should route. This option allows for dial-by-first-name and dial-by-last-name Directory Dialing. Enter:
- **1** for first.
- **2** for last.

2.	**Determine how many letters of the employee's name the caller must dial.**

1. In *4224-05: Minimum Number of Letters Required* (page 897), specify how many letters (**1**-**3**) of an employee's name the caller must dial to use Directory Dialing.
- If the caller dials less than the specified minimum number of letters, IntraMail cannot route the call.

3.	**When Directory Dialing finds a name match, should it route the call as a Screened or Unscreened Transfer?**

1. For Unscreened Transfer:
- In *4224-06: Transfer Options* (page 898), enter **2**.

2. For Screened Transfer:
- In *4224-06: Transfer Options* (page 898), enter **1**.
- In *4224-03: Screened Transfer Timeout* (page 896), set how long a Screened Transfer from the Directory Dialing Mailbox will ring an unanswered extension before recalling. The entries are:
  1-**255** seconds.
  0 for immediate recall.

4.	**Do Directory Dialing callers have enough time to dial letters?**

1. If yes, leave *4224-02: Time Limit for Dialing Commands* (page 895) at its current setting.

2. If no, adjust *4224-02: Time Limit for Dialing Commands* (page 895) as required. The entries are:
- **01**-**99** seconds.
- **0** for immediate timeout.
- If the caller waits too long to dial, the Directory Dialing Message repeats.

Additional Options

1.	Should Directory Dialing Mailbox be able to detect and route incoming faxes?

1. In yes:
- In *4224-08: Fax Detection* (page 899), enter **Yes**.
  - This allows the Directory Dialing Mailbox to detect fax CNG tone.
- In *4224-09: Fax Transfer Extension* (page 900), enter the extension to which the Directory Dialing Mailbox should route the fax.
  - When the Directory Dialing Mailbox detects fax CNG tone, it routes the call to this extension.

2. If no:
- In *4224-08: Fax Detection* (page 899) enter **No**.

2.	Should Directory Dialing Mailbox callers be able to dial 0 for other options or # to go to another routing mailbox?

1. If yes, in *4224-07: Next Call Routing Mailbox* (page 899) assign a Next Call Routing Mailbox (**1**-**16**) to the Directory Dialing Mailbox.

2. If no, in *4224-07: Next Call Routing Mailbox* (page 899) remove the assignment by pressing **CLEAR**.
- Once assigned, dialing **#** routes to the Next Call Routing Mailbox and plays its message. Dialing **0** follows the 0 action of the Next Call Routing Mailbox.

3.	To have an outside call be directly answered by the Directory Dialing Mailbox:

1. Make sure the active Answer Table uses the Call Routing Mailbox programmed as a Directory Dialing Mailbox.
- See *Answer Tables* (page 420) for more.

4.	To allow callers to access Directory Dialing from a Dial Action Table action:

1. Make sure you have an action in the active Dial Action Table that is a GOTO to the Directory Dialing Mailbox.
- See *Dial Action Table* (page 465) for more.

Other Related Features

Features
None

IntraMail Features
Directory Dialing Mailbox (page 475)
> A Directory Dialing Mailbox is the type of mailbox required to implement Directory Dialing.

System Administrator (page 576)
> Only the System Administrator can record the Directory Dialing Message.

Directory Dialing

Operation

Recording a Directory Dialing Message [Super Display Soft Key] - [Keyset Soft Key]						
Log onto System Administrator's mailbox.						
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**					
	I (4)	Select Instruction Menus. **[Instruction] - [Instr]**				
		Enter the Directory Dialing Mailbox number.				
			L (5)	Listen to the current Directory Dialing Message (if any). **[Listen] - [Lstn]**		
				#	Exit listen mode.	
			R (7)	Record a new Directory Dialing Message. **[Record] - [Rec]**		
				Record message.		
					*****	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
					E (3)	Erase recording. **[Cancel] - [Cancel]**
					#	Exit recording mode. **[Done] - [Done]**
			E (3)	Erase the Directory Dialing Message. **[Erase] - [Erase]**		
			#	Go back to the System Administrator options. **[Exit] - [Exit]**		
		#	Go back to the System Administrator options. **[Exit] - [Exit]**			
0	Plays Help message.					

Using Directory Dialing	
To use Directory Dialing:	
1.	After the Automated Attendant answers, wait for the Directory Dialing Message. • The Automated Attendant may ask you to dial a digit for Directory Dialing.
2.	Dial the letters that correspond to the name of the person you wish to reach + **#**. • The Directory Dialing Message will tell you how many letters you need to dial, and whether you should enter the person's first name or last name. • To exit Directory Dialing without selecting a name, just dial **#**.
3.	The Automated Attendant will announce the name matches, and tell you which digit to dial (1-3) to reach each of the announced names. • To hear additional name matches (if any), dial 4 instead.
4.	Once you make your selection, the Automated Attendant will route your call to the name you select.

Dialing Options Available while Entering a Name

The following table shows the dialing options available to the caller while they are entering a name into a Directory Dialing Mailbox.

❥ By default, the caller can dial the digs 2-9 to enter the name or dial # to return to the Automated Attendant.

❥ If a Next Call Routing Mailbox is specified, the caller can dial the digits 2-9 to enter a name, dial 0 to follow the 0 action of the Next Call Routing Mailbox, or dial # to route directly to the Next Call Routing Mailbox.

Directory Dialing Mailbox Name Entry Options (Options available while entering a name)		
Dialed Digit	**Next Call Routing Mailbox Setting**	**Action**
1	N/A	Entry is ignored.If no additional digits are dialed, repeats the Directory Dialing Message (to make a new name entry) up to twice and then hangs up.
2-9	N/A	Interprets the digit as a letter and waits 6 seconds for additional input (i.e., more letters or a # to conclude name entry). If no additional digits are dialed, repeats the Directory Dialing Message (to make a new name entry) up to twice and then hangs up.
0	UND (Not assigned)	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
	1-16 (valid Call Routing Mailbox)	Caller routes according to the 0 action of the Next Call Routing Mailbox's Dial Action Table.
*****	N/A	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
#	UND (Not assigned)	Routes to the Automated Attendant (i.e., back to the Call Routing Mailbox that initially answered the call).
	1-16 (valid Call Routing Mailbox)	Routes to the Next Call Routing Mailbox and plays that mailbox's Instruction Menu.
Timeout	N/A	Repeats the Directory Dialing Message (to make a new name entry) up to two times and then hangs up.

IntraMail
Features

Directory Dialing

Dialing Options Available when more than one Employee has the Entered Name

If the name the caller enters is used by more than one employee, IntraMail lets the caller select the employee to which they want to talk. The caller can dial 1, 2 or 3 to select the employee from the first three name matches, or dial 4 to hear additional name matches.

❧ By default, the caller can also dial * to make a new entry or dial # to return to the Automated Attendant.

❧ If a Next Call Routing Mailbox is specified, the caller can also dial * to make a new entry, dial 0 to follow the 0 action of the Next Call Routing Mailbox, or dial # to route directly to the Next Call Routing Mailbox.

Directory Dialing Mailbox Routing Options (Options available after a name is entered)		
Dialed Digit	**Next Call Routing Mailbox Setting**	**Action**
1-3	N/A	Route to the respective extension from the list of up to three announced matches.
4	N/A	If more than three matches for the entered name are found, provides access to the next set of three matches.
5-9	N/A	Plays "*That is an invalid entry*" and repeats the list of announced matches each time the caller dials the digit.
0	UND (Not assigned)	Plays "*That is an invalid entry*" and repeats the list of announced matches each time the caller dials the digit.
	1-16 (valid Call Routing Mailbox)	Caller routes according to the 0 action of the Next Call Routing Mailbox's Dial Action Table.
*	N/A	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
#	UND (Not assigned)	Routes to the Automated Attendant (i.e., back to the Call Routing Mailbox that initially answered the call).
	1-16 (valid Call Routing Mailbox)	Routes to the Next Call Routing Mailbox and plays that mailbox's Instruction Menu.
Timeout	UND (Not assigned)	Repeats the list of announced matches (up to two times). If no response, repeats the Directory Dialing Message (to make a new name entry) up to three times and then hangs up.

Description

The mailbox type required for Directory Dialing.

A Directory Dialing Mailbox is the Routing Mailbox type required to implement Directory Dialing. See *Directory Dialing* (page 469) for more on how to set up a Directory Dialing Mailbox.

Conditions
- None

Default Setting
- No Directory Dialing Mailboxes assigned.

Programming

1.   **Set up the Directory Dialing Mailbox.**

    1. In *4221-01: Routing Mailbox Type* (page 890), enter **3** to assign the selected Routing Mailbox as a Directory Dialing Mailbox.

Turn to *Directory Dialing* (page 469) for more on how to program Directory Dialing.

Other Related Features

Features
None

IntraMail Features

Directory Dialing (page 469)
    Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name.

System Administrator (page 576)
    Only the System Administrator can record the Directory Dialing Message.

Operation

Turn to *Directory Dialing* (page 469) for more on how to use Directory Dialing and record a Directory Dialing Message.

Erasing All Messages

Description

Lets the System Administrator delete mailbox messages system-wide.

The System Administrator can delete all messages in a Subscriber Mailbox. Erasing All Messages is an administrator's maintenance tool. The administrator may need to use this tool if an employee has left the company or has an excessive number of messages stored in their mailbox. By deleting the unwanted messages, the administrator can prevent the IntraMail recording capacity from being reached (which would disable many of the IntraMail messaging features).

Conditions
- None

Default Setting
- Enabled

Programming

N/A

Other Related Features

Features
None

IntraMail Features

Message Delete (page 530)
A Subscriber Mailbox user can delete any messages left in their mailbox.

System Administrator (page 576)
Only the System Administrator can delete messages in a co-worker's mailbox.

Operation

Erasing All Messages in a Subscriber Mailbox [Super Display Soft Key] - [Keyset Soft Key]				
Log onto System Administrator's mailbox.				
SA (72)	Access System Administrator options. [System Admin] - [N/A]			
	S (7)	Select Subscriber Mailbox Maintenance options. [Subscriber] - [Subs]		
		Enter the number of the Subscriber Mailbox you want to maintain.		
			EA (32)	Erase all Subscriber Mailbox messages. [Erase All Messages] - [Msgs]
			#	Go back to System Administrator options. [Exit] - [Exit]
0	Plays Help message.			

Description

Exit your mailbox by dialing a code or by hanging up.

A Subscriber Mailbox user can exit their mailbox by dialing a code or by hanging up. After exiting, the subscriber can use their extension for normal call processing.

Conditions
- None

Default Setting
- Enabled

Programming

N/A

Other Related Features

N/A

Operation

Exiting a Mailbox [Super Display Soft Key] - [Keyset Soft Key]	
To exit your mailbox:	
Log onto Subscriber Mailbox.	
XX (99)	Exit your mailbox. **[Exit + Exit] - [Exit + Exit]**
To exit and immediately return to your mailbox:	
Log onto Subscriber Mailbox.	
X# (9#)	Exit and return to your mailbox. **[Exit + RETURN] - [Exit + Return]**
0	Plays Help message.

Extension Hunting to Voice Mail

Description

Automatically sends unanswered calls to an extension's mailbox.

Extension Hunting to Voice Mail automatically sends calls to an extension's mailbox without the user having to set up Call Forwarding. For example, Extension Hunting to Voice Mail can send unanswered transferred calls to an extension's mailbox rather than recalling the transferring party. In addition, Extension Hunting to Voice Mail can send an unanswered Direct Inward Line to the extension's mailbox instead of diverting to Key Ring. Hunting can also reroute calls from the Automated Attendant as well as ringing Intercom calls (depending on the hunt type). Unlike Call Forwarding, Extension Hunting to Voice Mail requires no action by the extension user to redirect calls; the system reroutes them automatically.

There are 4 types of Extension Hunting to Voice Mail:

- *Ring No Answer Line (Type 1)*
  Type 1 hunting reroutes outside calls to the extension's mailbox after a preset interval. Type 1 hunting reroutes outside calls when the extension is idle, busy, or in Do Not Disturb but does not reroute ringing or voice-announced Intercom calls. See the Routing Charts below for more.

- *Ring No Answer / Busy Line (Type 2)*
  Type 2 hunting also reroutes outside calls to the extension user's mailbox. When the extension is idle, Type 2 hunting reroutes calls after an interval. Type 2 hunting reroutes outside calls immediately while the extension is busy or in Do Not Disturb. Like Type 1 hunting, Type 2 hunting does not reroute ringing or voice-announced Intercom calls. See the Routing Charts below for more.

- *Ring No Answer / Busy All (Type 3)*
  Type 3 hunting reroutes outside calls **and** ringing Intercom calls. If the extension is idle, calls reroute to the user's mailbox after an interval. Type 3 hunting reroutes calls immediately when the extension is busy or in Do Not Disturb. It does not reroute voice-announced Intercom calls.See the Routing Charts below for more.

- *Busy Line (Type 4)*
  Type 4 hunting is similar to Type 2 hunting except that transferred outside calls to an idle extension do not reroute. Transferred outside calls, Direct Inward Lines, and calls from the Automated Attendant go immediately to the mailbox when the extension is busy or in Do Not Disturb. This type of hunting never reroutes ringing or voice-announced Intercom calls. See the Routing Charts below for more.

Notes:

- Extension Hunting to Voice Mail does not reroute voice-announced Intercom calls.
- Extension Hunting to Voice Mail does not reroute Key Ring calls. See *Key Ring* (page 214) for more.

Extension Hunting to Voice Mail Routing Charts

The following charts show in detail how each type of hunting handles incoming calls.

Ring No Answer Line (Type 1) Hunting to Voice Mail Routing Chart			
Call Type	**Extension Idle**	**Extension Busy**	**Extension in DND**
Ringing Intercom Call	Does not hunt (use Call Forwarding instead).		
Transferred Outside Call	Rings for *1603-01: Transfer Recall Timer* (page 675) interval, then routes to mailbox.	Flashes line key for *1601-03: Call Forward No Answer Timer* (page 670) interval, then routes to mailbox.	
UTRF from Automated Attendant			
STRF from Automated Attendant[1]	Rings for *4222-03: Screened Transfer Timeout* (page 891) interval, then Automated Attendant prompts caller to leave a message.	Automated Attendant immediately prompts caller to leave a message.	
Direct Inward Line	Rings for *1601-02: DIL No Answer Timer* (page 669) interval, then routes to mailbox.		Follows night route for the line.
[1] See *Screened Transfer* (page 567) for more.			

Ring No Answer / Busy Line (Type 2) Hunting to Voice Mail Routing Chart			
Call Type	**Extension Idle**	**Extension Busy**	**Extension in DND**
Intercom	Does not hunt (use Call Forwarding instead).		
Transferred Outside Call	Rings for *1603-01: Transfer Recall Timer* (page 675) interval, then routes to mailbox.	Call goes immediately to mailbox.	
UTRF from Automated Attendant			
STRF from Automated Attendant[1]	Rings for *4224-03: Screened Transfer Timeout* (page 896) interval, then Automated Attendant prompts caller to leave a message.	Automated Attendant immediately prompts caller to leave a message.	
Direct Inward Line	Rings for *1601-02: DIL No Answer Timer* (page 669) interval, then routes to mailbox.	Call goes immediately to mailbox.	Follows night route for the line.
[1] See *Screened Transfer* (page 567) for more.			

Extension Hunting to Voice Mail

Ring No Answer / Busy All (Type 3) Hunting to Voice Mail Routing Chart			
Call Type	**Extension Idle**	**Extension Busy**	**Extension in DND**
Intercom	Ringing Intercom call rings for *1601-03: Call Forward No Answer Timer* (page 670) interval then routes to mailbox. Voice-announced Intercom calls do not hunt.	Call goes immediately to mailbox.	
Transferred Outside Call	Rings for *1603-01: Transfer Recall Timer* (page 675) interval, then routes to mailbox.		
UTRF from Automated Attendant			
STRF from Automated Attendant[1]	Rings for *4224-03: Screened Transfer Timeout* (page 896) interval, then Automated Attendant prompts caller to leave a message.	Automated Attendant immediately prompts caller to leave a message.	
Direct Inward Line	Rings for *1601-02: DIL No Answer Timer* (page 669) interval, then routes to mailbox.	Call goes immediately to mailbox.	Follows night route for the line.
[1] See *Screened Transfer* (page 567) for more.			

Busy Line (Type 4) Hunting to Voice Mail Routing Chart			
Call Type	**Extension Idle**	**Extension Busy**	**Extension in DND**
Intercom	Does not hunt (use Call Forwarding instead).		
Transferred Outside Call	Does not hunt (use Call Forwarding instead).	Call goes immediately to mailbox.	
UTRF from Automated Attendant	Rings for *1603-01: Transfer Recall Timer* (page 675) interval, then routes to mailbox.		
STRF from Automated Attendant[1]	Rings for *4224-03: Screened Transfer Timeout* (page 896) interval, then Automated Attendant prompts caller to leave a message.	Automated Attendant immediately prompts caller to leave a message.	
Direct Inward Line	Does not hunt (use Call Forwarding instead).	Call goes immediately to mailbox.	Follows night route for the line.
[1] See *Screened Transfer* (page 567) for more.			

Conditions
- None

Default Setting
- Disabled

Programming

1.	**Set up the hunt type and destination for Type 1 hunting.**

1. In *2115-01: Hunt Type* (page 746), enter:
   - **1** for Ring No Answer Line.
   - **2** for Ring No Answer/Busy Line.
   - **3** for Ring No Answer/Busy All.
   - **4** for Busy Line.
   - Refer to *Extension Hunting* (page 154) for more.
2. In *2115-01: Hunt Destination* (page 746), enter **700** (the IntraMail master number).

2.	**Set the system timers used for Type 1 hunting.**

1. In *1603-01: Transfer Recall Timer* (page 675), set how long a transferred outside call or a UTRF from the Automated Attendant rings an idle extension before routing to the extension's mailbox.
2. In *1601-02: DIL No Answer Timer* (page 669), set how long a DIL waits at an extension before routing to the extension's mailbox.
   - Does not apply to hunt type 4.
3. In *1601-03: Call Forward No Answer Timer* (page 670), set how long a transferred outside call or UTRF from the Automated Attendant waits at a busy or DND extension before routing to the extension's mailbox.
   - Does not apply to hunt types 2 and 4.
4. In *4224-03: Screened Transfer Timeout* (page 896), set how long a STRF from the Automated Attendant rings an idle extension before prompting the caller to leave a message.

IntraMail Features

Extension Hunting to Voice Mail

Other Related Features

Features
None

IntraMail Features

Call Forward to a Mailbox (page 447)
A subscriber can forward calls to their mailbox calls don't go unanswered when they are unavailable.

Voice Mail Overflow (page 590)
The telephone system can automatically reroute unanswered outside calls to the IntraMail Automated Attendant.

Operation

Extension Hunting to Voice Mail
To force Extension Hunting to Voice Mail to redirect all your calls to your mailbox:

1.	Press **DND**. • Type 1 hunting will not redirect Intercom calls.

Description

An Automated Attendant caller can automatically route to an outside telephone number.

External Transfer allows an Automated Attendant caller to automatically route to an outside telephone number. To set this up, assign a Dial Action Table action as a UTRF to a System Speed Dial bin (e.g., #201 + Pause for system bin 201). When the Automated Attendant answers, the caller dials the digit and IntraMail automatically routes them to the outside number contained in the bin. Similar to Centrex Transfer, External Transfer allows your callers to easily reach branch offices and important off-site associates. Unlike Centrex Transfer, External Transfer *does not* require unique telco features.

Conditions
- None

Default Setting
- Disabled

Programming

1. **Set up a Dial Action Table for External Transfer.**

1. In *4222-01: Dial Action Table* (page 891), assign a Dial Action Table (**1**-**16**) to each active Call Routing Mailbox.

2. In *4231-Digit Assignment* (page 901), assign a UTRF (**2**) action to an available digit.
   - The corresponding *Routing* option should be # followed by the System Speed Dial bin, followed by a pause. (The pause gives the system time to dial the stored number.)
   - Press Feature Key 1 to enter a *Pause*. For example, to have External Transfer dial System Speed Dial bin 201, enter #201P (entered by pressing Feature Key 1).

2. **Program the System Speed Dial bin for External Transfer.**

1. In *1702-Assignment (System Speed Dial Assignment)* (page 715) (or using the #SP User-Programmable Feature), set up the Speed Dial bin for External Transfer.
   - The bin should contain just the outside telephone number you want External Transfer to dial.

2. Refer to *Speed Dial* (page 315) for more.

3. **Enable Tandem Calls for the incoming line.**

1. In *3103-04: Tandem Calls* (page 816), enter **Yes**.

External Transfer

Other Related Features

Features

None

IntraMail Features

Centrex Transfer (page 460)

Centrex Transfer allows the Automated Attendant to transfer a caller over a Centrex line using the features of that Centrex line.

Dial Action Table (page 465)

External Transfer uses the active Dial Action Table to route an Automated Attendant caller to an outside telephone number.

Operation

Operation is automatic once set up in programming.

Description

Automatically transfer incoming fax calls to a fax machine.

The Automated Attendant can detect incoming fax calls and transfer them to a fax machine. With Fax Detection enabled, after the Automated Attendant answers a call it listens for incoming fax CNG tone. If it detects the tone, it does an unscreened transfer of the call to the specified company fax machine. The incoming fax then prints out on the company fax machine. If you disable Fax Detection, the Automated Attendant will not detect and route incoming fax calls.

Conditions
- None

Default Setting
- Disabled

Programming

1.	**To set up Fax Detection for a Call Routing Mailbox:**

1. In *4222-04: Fax Detection* (page 892), enter **Yes**.

2. In *4222-05: Fax Extension* (page 892), specify the extension that should receive faxes from the Call Routing Mailbox.
    - Normally, this is the extension number of the analog port to which the fax machine is connected (e.g., 320).

2.	**To set up Fax Detection for a Directory Dialing Mailbox:**

1. In *4224-08: Fax Detection* (page 899), enter **Yes**.

2. In *4224-09: Fax Transfer Extension* (page 900), specify the extension that should receive faxes from the Call Routing Mailbox.
    - Normally, this is the extension number of the analog port to which the fax machine is connected (e.g., 320).

Other Related Features

None

Operation

N/A

IntraMail Features

Flexible Answering Schedules

Description

The Automated Attendant can answer outside calls with different announcements and dialing options, depending on the time of day and day of week.

The Automated Attendant can answer outside calls with different announcements and dialing options, depending on the time of day and day of week. For example, a company can set up separate schedules for weekdays, evenings, weekends, and specific holidays. Each schedule can play a different announcement to callers, as well as provide them with unique dialing options. Once set up in programming, the schedule operation is automatic.

The Flexible Answering Schedules are determined by the set up of the IntraMail Answer Tables. See *Answer Tables* (page 420) for more.

Conditions
- None

Default Setting
- Disabled

Programming

1.	Determine which Answer Table answers each outside line.

1. In *3131-02: IntraMail Answer Table Assignment* (page 828) for each line, enter the number of the Answer Table that should handle the line's Automated Attendant calls.
- See *Answer Tables* (page 420) for more.

Other Related Features

Features
> None

IntraMail Features

Answer Tables (page 420)
> Determines how the Automated Attendant answers outside calls on each line.

Automated Attendant (page 433)
> The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Call Routing Mailbox (page 450)
> The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table (page 465)
> Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Operation

> N/A

Description

Provides outside callers with a wide variety of dialing (routing) options.

The Automated Attendant can provide outside callers with a wide variety of dialing (routing) options. You can customize the announcements and routing options to exactly meet the site requirements. Use Flexible Call Routing to eliminate or minimize the need for an operator or receptionist to handle outside calls.

There are 3 components to Flexible Call Routing.

❧ *Answer Tables* (page 420)
Determines how the Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing.

❧ *Call Routing Mailbox* (page 450)
The mailbox associated with an *Answer Table* that specifies which dialing options (*Dial Action Table*) and announcement are available to Automated Attendant callers.

❧ *Dial Action Table* (page 465)
Defines the dialing options for the *Call Routing Mailbox* chosen by the active *Answer Table*, which in turn provides those dialing options to Automated Attendant callers.

<u>Conditions</u>
• None

<u>Default Setting</u>
• Options are available by default.

Programming

Refer to *Automated Attendant* (page 433) for more on how to set up your Flexible Answering Schedules.

Other Related Features

Features
None

IntraMail

Answer Tables (page 420)
Determines how the Automated Attendant answers outside calls on each line.

Automated Attendant (page 433)
The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Call Routing Mailbox (page 450)
The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcement are available to Automated Attendant callers.

Dial Action Table (page 465)
Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Operation

N/A

Flexible Mailbox Numbering Plan

Description

> **If telephone extension numbers are customized, set up IntraMail mailbox numbers to match.**

If the telephone system extension numbers are changed or swapped, IntraMail will automatically change the Subscriber Mailbox numbers to match. There is no extensive reprogramming required. After the swap, all of the subscriber's messages and options are available at their new extension number. Flexible Mailbox Numbering Plan lets you customize a site's extension numbers and be assured that IntraMail will automatically adapt to the new configuration.

Two-digit mailboxes are not supported in IntraMail.

Conditions
- None

Default Setting
- Available

Programming

Flexible Numbering Plan Example

1.	**To accommodate extension number 800 assigned to station number 2 (for example):**

1. In *1301-[01-10]: Function Type* (page 620), be sure the digit 8 is type **2** (extension access).
2. In *1301-[01-10]: Expected Number of Digits* (page 620), be sure the expected digits option for the digit 8 is **3**.
3. In *1311-01: Station Extension Number* (page 623), change the extension number for station 2 to **800**.

2.	**Customize the active Dial Action Tables to allow Automated Attendant callers to dial the new extension.**

1. In *4231-Digit Assignment* (page 901);
   - For key 8, enter **UTRF** (or TRF) for the *Action* and **XXX** for the corresponding *Routing*.

Other Related Features

Features
None

IntraMail Features
Dial Action Table (page 465)
   Be sure the Dial Action Table actions accommodate the revised telephone system numbering.

Operation

N/A

Description

Automatically converts Automated Attendant Screened Transfers to Unscreened Transfers.

A Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers. Enable this option for a mailbox if the subscriber prefers to receive all calls sent by the Automated Attendant as Unscreened Transfers. With Unscreened Transfers,

❧ Calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming) as the call is ringing.

❧ As with Screened Transfers, unanswered calls route to the subscriber's greeting (recorded or default) so the caller can leave a message. However, with Unscreened Transfer the caller cannot dial 2 to reach the Next Call Routing Mailbox options (if programmed).

Conditions
• None

Default Setting
• Disabled.

Programming

1.   **To enable Forced Unscreened Transfer for the Subscriber Mailbox:**

1. In *2144-02: Forced Unscreened Transfer* (page 772), enter **Yes**.

Other Related Features

Features
None

IntraMail Features

Dial Action Table (page 465)
> If enabled in the Subscriber Mailbox, IntraMail automatically converts any Screened Transfers (STRFs) to the subscriber's extension to Unscreened Transfers (UTRFs).

Screened Transfer (page 567)
> After the Automated Attendant caller dials an extension, IntraMail calls (screens) the destination extension to see if the transfer can go through.

Unscreened Transfer (page 587)
> After an Automated Attendant caller dials an extension, IntraMail immediately transfers the call to the extension and hangs up.

Operation

N/A

Getting Recorded Help

Description

> **Request help from the IntraMail voice prompts.**

If a Subscriber Mailbox user dials an incorrect code or forgets what to dial while in their mailbox, they can request help from the IntraMail voice prompts. Recorded Help provides the user with a built-in, interactive user's guide. To get recorded help, the user dials 0.

Conditions
- None

Default Setting
- Enabled

Programming

No additional programming required.

Other Related Features

Features

None

IntraMail Features

Voice Prompting Messages (page 593)

Voice Prompts provide real-time instructions on how to use the IntraMail features.

Operation

Getting Recorded Help	
Log onto your mailbox	
0	Get recorded help. • Recorded help is always available from the Main Menu. • Recorded help may not be available at all levels.

Description

An Automated Attendant caller can dial a digit and route directly into a mailbox.

An Automated Attendant caller can dial a digit to route to a Call Routing or Announcement Mailbox. This is called the Go To (GOTO) action. The GOTO action can route directly to a specific Call Routing or Announcement Mailbox, or allow the Automated Attendant caller to go to a mailbox of their own choosing. Use the GOTO action to set up a "tree" of Automated Attendant options.

The block diagram below shows how the Automated Attendant can provide the caller with a "tree" of dialing options. Dialing 1 (GOTO 9) routes to Announcement Mailbox 9, which plays the company directions. Dialing 2 (GOTO 1) routes to Call Routing Mailbox 2, which is set up to give the caller single-digit dialing to Tech Service technicians.

❥ The Announcement Message for Announcement Mailbox 9 tells the caller how to locate the company.

❥ The Instruction Menu for Call Routing Mailbox 1 instructs the caller which digits to dial for each technician. The Dial Action Table for Call Routing Mailbox 2 contains the STRF or UTRF actions to each technician's extension.
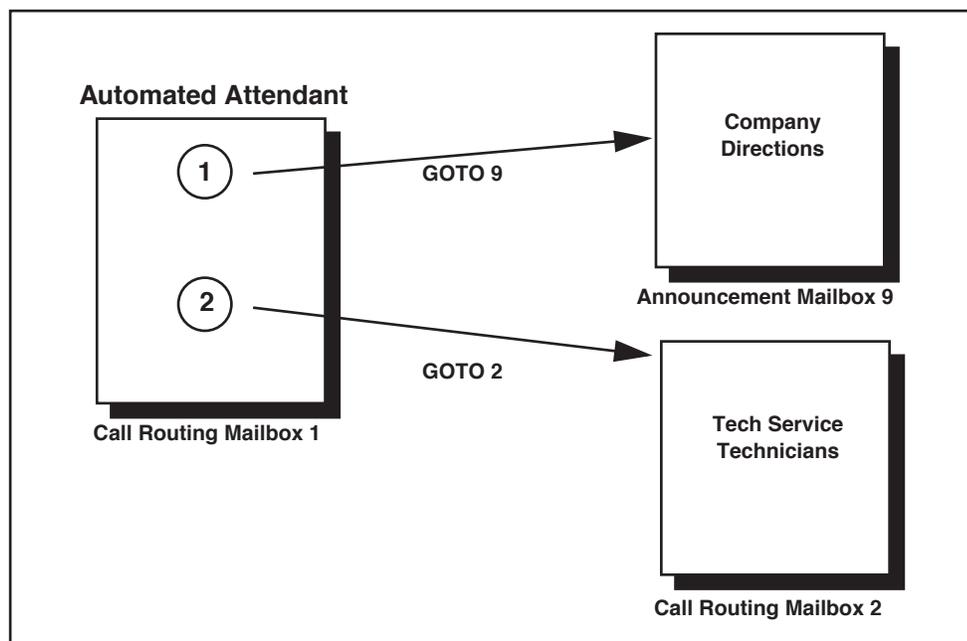
The GOTO action can also log into a Subscriber Mailbox, although the LOGON action is normally reserved for this function.

Conditions
• None

Default Setting
• No GOTO actions programmed.

Go to a Mailbox

Programming

1.	**Assign a GOTO action to the active Dial Action Table.**

    1. In *4231-Digit Assignment* (page 901), assign a GOTO action to an available key.

2.	**To have Automated Attendant callers dial a single digit to go to a Call Routing or Announcement Mailbox:**

    1. In *4231-Digit Assignment* (page 901), enter the **mailbox number** in the corresponding *Routing* option.
       - For example, to have key 1 go to Call Routing Mailbox 1, for key 1 enter GOTO for the *Action* and 1 for the corresponding *Routing*.

3.	**To have IntraMail require Automated Attendant callers to enter a Call Routing or Announcement Mailbox number in order to route:**

    1. In *4231-Digit Assignment* (page 901), enter **XXX** in the corresponding *Routing* option. The key you choose must represent the first digit in the mailbox numbers.
       - For example, to allow callers to go to mailboxes 1-16 by dialing 001-016, for key 0 enter GOTO for the *Action* and XXX for the corresponding *Routing*.

4.	**To log into *any* valid Call Routing or Subscriber Mailbox:**

    1. In *4231-Digit Assignment* (page 901), enter **IXXX** in the corresponding *Routing* option.
       - For example, to allow callers to dial 1 plus any Call Routing or Announcement Mailbox number to go to, for key 1 enter GOTO for the *Action* and IXXX for the corresponding *Routing*.

Other Related Features

Features
None

IntraMail Features

Automated Attendant (page 433)
    The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Dial Action Table (page 465)
    The GOTO action is a Dial Action Table option.

Instruction Menu (page 507)
    Be sure the Instruction Menu for the active Call Routing Mailbox describes how to use the GOTO action.

Operation

Using the Automated Attendant GOTO Action
For the outside caller:

1.	After Automated Attendant answers, the voice prompts will instruct you on which digits to dial.

Description

A user can record a Greeting for their mailbox callers to hear.

A Subscriber Mailbox user can record a personalized greeting for their mailbox. Caller's to the user's mailbox hear the prerecorded personalized greeting rather than a default message. The greeting can announce the subscriber's name, provide a personal message (such as "*Hello - I am on vacation this week*"), or instruct the caller how to leave a message or use other mailbox options. A greeting that provides mailbox instructions is very helpful if the mailbox has a Next Call Routing Mailbox set up that provides additional dialing options. Without the greeting, the caller would not know which digits to dial.

If a greeting has not been recorded, a caller leaving a message in the subscriber mailbox will hear, "*At the tone, you can leave your message for (extension number or name).*"

While listening to a mailbox greeting, a caller can dial ***** to immediately leave a message.

Multiple Greetings

A subscriber can record up to three personalized greetings for their mailbox and make any one of the three active. Callers to the user's mailbox hear the active greeting rather than a default message. When a caller leaves a message in the subscriber's mailbox, they hear the active greeting. This allows the subscriber, for example, to record separate greetings for work hours, after work, and during vacation. Instead of rerecording their greeting when they leave the office, they can just activate the "after work" greeting instead.

Remote Greetings

A Subscriber Mailbox user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting. Following are two of the ways a user can do this:

- After the Automated Attendant answers, dial a digit (typically #) followed by their mailbox number. This method allows outside callers to log into their Subscriber Mailboxes from outside the company. Once they log into their mailbox, the user can dial **G** to record a greeting.

- If an extension has a Direct Inward Line that is forwarded to voice mail, the caller can dial # and log into their mailbox (instead of leaving a message). Once they log into their mailbox, the user can dial **G** to record a greeting. This option must be set up in the Next Call Routing Mailbox. To allow this capability, for example:
  - Program the Next Call Routing Mailbox # digit as LOGON to IXXX.
  - While listening to their greeting, the subscriber can dial:
    # (to route to their Next Call Routing Mailbox), then
    # and their mailbox number to log onto their mailbox.
  - By default, this option is provided in Call Routing Mailbox 1. Additionally, the subscriber should enable a Security Code for their mailbox to prevent unauthorized logons.

Conditions
- None

Default Setting
- No greetings recorded.

IntraMail
Features

Greeting

Programming

1.	**Set the maximum length of Subscriber Mailbox greetings.**

1. In *4201-01: Outgoing Message Length* (page 871), set the maximum length of Subscriber Mailbox greetings (**1**-**4095** seconds).

Enabling Remote Greeting

1.	**Program a LOGON action in the active Dial Action Table.**

1. In *4231-Digit Assignment* (page 901), assign a **LOGON** action to an available key.

2.	**To log directly into a specific Subscriber Mailbox:**

1. In *4231-Digit Assignment* (page 901), enter the **mailbox number** in the corresponding *Routing* option.
   - For example, to have key 4 log directly into Subscriber Mailbox 305, for key 4 enter **LOGON** for the *Action* and 305 for the corresponding *Routing*.

3.	**To have IntraMail require Automated Attendant callers to dial a Subscriber Mailbox for remote logon (with an announcement):**

1. In *4231-Digit Assignment* (page 901), enter **N** in the corresponding *Routing* option.
   - The key you choose must represent the first digit in the Subscriber Mailbox numbers.
   - For example, to have the Automated Attendant request callers to enter the number of the Subscriber Mailbox into which they wish to log, for key 3 enter **LOGON** for the *Action* and **N** for the corresponding *Routing*. When callers dial 3, they hear, "*Please enter your mailbox number.*"

4.	**To have IntraMail require Automated Attendant callers to enter a Subscriber Mailbox for remote logon (without playing an announcement):**

1. In *4231-Digit Assignment* (page 901), enter **XXX** in the corresponding *Routing* option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.
   - For example, to allow callers to log onto mailboxes 300-399, for key 3 enter **LOGON** for the *Action* and **XXX** for the corresponding *Routing*.

5.	**To remotely log into *any* valid Subscriber Mailbox (without playing an announcement):**

1. In *4231-Digit Assignment* (page 901), enter **IXXX** in the corresponding *Routing* option.
   - For example, to allow callers to dial 1 plus any Subscriber Mailbox number to log on, for key 1 enter **LOGON** for the *Action* and **IXXX** for the corresponding *Routing*.

Other Related Features

Features

None

IntraMail Features

Auto Attendant Do Not Disturb (page 427)

Auto Attendant Do Not Disturb sends Automated Attendant calls directly to a subscriber's mailbox. Their phone will not ring for calls from the Automated Attendant.

Dial Action Table (page 465)

The active Dial Action Table must have a LOGON action assigned to a key to enable Remote Greeting.

Log Onto Voice Mail (page 515)

A Subscriber Mailbox user can record their greeting after remotely logging onto IntraMail.

Security Code (page 570)

To prevent unauthorized tampering, the subscriber should enable a Security Code for their mailbox.

System Administrator (page 576)

With Multiple Greetings, the System Administrator's Subscriber Maintenance **EG** (34) option simultaneously erases all recorded greetings in a Subscriber Mailbox. Additionally, the active greeting is reset to 1.

Greeting

Operation

Recording a Multiple Greeting and Setting Up Auto Attendant Do Not Disturb [Super Display Soft Key] - [Keyset Soft Key]					
Log onto Subscriber Mailbox.					
G (4)	Access the Mailbox Greeting options. **[Greeting] - [Greet]** IntraMail does the following: • Plays a summary of your current settings. • Displays the status of your active Greeting (1-3). **[GREETING n: RECORDED] - [GREETING n: RECORDED], or** **[GREETING n: NOT REC] - [GREETING n: NOT REC]** • Shows the Auto Attendant Do Not Disturb status. **[Auto-Attendant DND:OFF] - [Auto-Attendant DND:OFF], or** **[Auto-Attendant DND:ON] - [Auto-Attendant DND:ON]** • Provides soft keys for each of the 3 greetings. **[Greeting 1] - [Gr1]** **[Greeting 2] - [Gr2]** **[Greeting 3] - [Gr3]**				
	Select a Greeting (which also makes it active).				
		(1) **[Greeting 1] - [Gr1]** (2) **[Greeting 2] - [Gr2]** (3) **[Greeting 3] - [Gr3]**			
			L (5)	Listen to the active greeting (if recorded). **[Listen] - [Lstn]**	
			R (7)	Record a new greeting (if not recorded), or rerecord the current greeting. **[Record] - [Rec]**	
			Record at the tone, then press # when done.		
				*	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
				E (3)	Erase the greeting. **[Cancel] - [Cncl]**
				#	End the recording. **[Done] - [Done]**
			Erase the currently recorded greeting (if any). **[Erase] - [Erase]**		
			#	Go back to the Mailbox Greeting options. **[Exit] - [Exit]**	
	Change Auto Attendant Do Not Disturb.				
			O (6)	Turn Auto Attendant Do Not Disturb off or on. **[Auto-Attendant DND ON] - [Auto-Attendant DND ON]** **[Auto-Attendant DND OFF] - [Auto-Attendant DND OFF]**	
		#	Go back to mailbox Main Menu. **[Exit] - [Exit]**		
		0	Plays Help message.		

Description

Subscribers in the same group can share a mailbox.

Ring Group Mailbox

Group (Shared) Mailbox

A Group Mailbox is a Ring Group Mailbox shared by a group of co-workers. It is normally a Subscriber Mailbox. If a caller leaves a message at any extension within the group that shares the mailbox, the system stores the message in the shared Group Mailbox. The Ring/Message lamp at all keyset extensions in the group flashes to indicate that there is a new voice mail message waiting. Any extension user in the group can log onto their mailbox to hear and process the shared message. The message count on all keyset displays increments and decrements as group messages are received, listened to, or deleted.

Any extension sharing a Group Mailbox can record and activate the Greeting and set Automated Attendant Do Not Disturb. The system automatically uses the most recent Greeting, regardless of which member of the group recorded it.

Group Mailboxes are helpful in both residential installations and larger business workgroups, since extensions share a common voice mailbox. Messages in the Group Mailbox can be listened to, forwarded, deleted, and otherwise processed by any member of the group.

Group Mailbox uses Ring Group programming. You can separately set up Ring Group members to have the same Ring Group Mailbox. Since the system provides 8 Ring Groups, there are a total of 8 Ring Group Mailboxes available.

The Ring Group Mailbox can optionally be a Routing Mailbox (see *Understanding Mailbox Types* below).

Mailbox for a Ring Group

A Ring Group Mailbox can also be the mailbox for a "stand-alone" Ring Group in which the members do not share the mailbox, but have personal mailboxes instead. The following types of *unanswered* calls route to this type of Ring Group Mailbox:

- ❧ Outside calls transferred to the Ring Group master number.
- ❧ Automated Attendant transfers (UTRF or STRF) to the Ring Group master number.
- ❧ Direct Inward Lines to the Ring Group master number (see page 590).

UCD Group Mailbox

If a UCD Group is set to overflow to voice mail, an unanswered call into the group is picked up by the UCD Group Mailbox. The UCD Group Mailbox can be a Subscriber Mailbox (to allow the caller to leave a message) or a Routing Mailbox (to provide additional dialing options or an announcement). See *Understanding Mailbox Types* below.

Understanding Group Mailbox Types

If the Group Mailbox is a Subscriber Mailbox (1):

- ❧ The Group Mailbox has all the features of any other personal Subscriber Mailbox.

If the Group Mailbox redirects to a Call Routing Mailbox (2):

- ❧ A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: "*Your call cannot go through. Goodbye.*" IntraMail then hangs up.
- ❧ An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the prerecorded Instruction Menu message and can dial options allowed by the associated Dial Action Table.

- ✦ If the Group Mailbox user presses **V-MAIL**, they are asked to enter their mailbox number. After entering the number, they hear, "*That mailbox does not exist.*"

- ✦ An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, "*That mailbox does not exist.*" They then return to the Automated Attendant.

If the Group Mailbox redirects to an Announcement Mailbox (2):

- ✦ A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: "*Your call cannot go through. Goodbye.*" IntraMail then hangs up.

- ✦ An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the prerecorded announcement and can use all other Announcement Mailbox features.

- ✦ If the Group Mailbox user presses **V-MAIL**, they are asked to enter their mailbox number. After entering the number, they hear: "*That mailbox does not exist.*"

- ✦ An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, "*That mailbox does not exist.*" They then return to the Automated Attendant.

If the Group Mailbox redirects to a Directory Dialing Mailbox (2):

- ✦ A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: "*Your call cannot go through. Goodbye.*" IntraMail then hangs up.

- ✦ An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the Directory Dialing message and can use any of the options programmed for the Directory Dialing Mailbox.

- ✦ If the Group Mailbox user presses **V-MAIL**, they are asked to enter their mailbox number. After entering the number, they hear: "*That mailbox does not exist.*"

- ✦ An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, "*That mailbox does not exist.*" They then return to the Automated Attendant.

Conditions
- • None

Default Setting
- • No Group Mailboxes set up.

Programming

Programming a Ring Group Mailbox

1.	Assign each extension you want to have in the Ring Group.

1. In *2113-02: Ring Group* (page 738), assign the extension to a Ring Group (**1**-**8**).
   - The Ring Group assignment determines which Ring Group Mailbox the system uses as the extension's Group Mailbox.

Ring Group Mailbox Assignments		
Ring Group Entry	**Ring Group Master Number**	**Default Ring Group Mailbox**
1	600	600
2	601	601
3	602	602
4	602	603
5	604	604
6	605	605
7	606	606
8	607	607

✔ By default, this entry is 0 (no Ring Group assigned).

2.	If co-workers should share this mailbox, set the mailbox type of each extension in the Ring Group to Group.

1. In *2141-01: Station Mailbox Type* (page 766), enter **2**.
   - If mailbox type is 2 and there is no Ring Group assignment in step 1, the extension has no mailbox.
   - Skip this step for a "stand-alone" Ring Group.

3.	For the Ring Group Mailbox that corresponds to the extension's Ring Group, assign the mailbox type.

1. For a Subscriber Mailbox:
   - In *2211-01: Mailbox Type* (page 781), enter **1** and *go to step 4*.
2. For a Routing Mailbox:
   - In *2211-01: Mailbox Type* (page 781), enter **2**.
   - In *2211-01: Routing Mailbox Number* (page 781), enter the Routing Mailbox that IntraMail will use for the Ring Group Mailbox.
   - In *422x-Routing Mailbox* (page 890), set up the type and options for the selected Routing Mailbox.

4.	Set up the Subscriber Mailbox options for the Ring Group Mailbox.

1. For Auto Attendant Do Not Disturb:
   - In *2214-01: Auto Attendant Do Not Disturb* (page 787), enable (**Yes**) or disable (**No**) Auto Attendant Do Not Disturb for the Group Mailbox.
   - Review *Auto Attendant Do Not Disturb* (page 427) for more.
2. For Auto Erase or Save:

- In *2213-02: Auto Erase/Save of Messages* (page 784), set the auto save option for new messages (**1** for Auto Save or **2** for Auto Erase).
- Review *Auto Erase or Save* (page 429) for more.

3. For <u>Auto Time Stamp</u>:
   - In *2213-03: Auto Time Stamp* (page 785), enable (**Yes**) or disable (**No**) Auto Time Stamp for the Group Mailbox.
   - Review *Auto Time Stamp* (page 431) for more.

4. For <u>Conversation Record</u>:
   - In *2213-05: Recording Conversation Beep* (page 786), enable (**Yes**) or disable (**No**) the Conversation Record beep for the Group Mailbox.
   - Review *Conversation Record* (page 462) for more.

5. For <u>Directory Dialing</u>:
   - In *2214-05: Directory List Number* (page 789), specify the Directory List (**1-8**, **0** for no lists, **9** for all lists) to which the Group Mailbox belongs.
   - Review *Directory Dialing* (page 469) for more.

6. For <u>Forced Unscreened Transfer</u>:
   - In *2214-02: Forced Unscreened Transfer* (page 787), enable (**Yes**) or disable (**No**) Forced Unscreened Transfer for the Group Mailbox.
   - Review *Forced Unscreened Transfer* (page 489) for more.

7. For <u>Message Playback Direction</u>:
   - In *2213-01: Message Playback Order* (page 784), set the Group Mailbox message playback order (**1** for LIFO, **2** for FIFO).
   - Review *Message Playback Direction* (page 543) for more.

8. For <u>Message Retention</u>:
   - In *2212-02: Message Retention* (page 782), set how long the Group Mailbox will retain saved messages.
   - Review *Message Retention* (page 547) for more.

9. For <u>Message Storage Limit</u>:
   - In *2212-01: Number of Messages* (page 782), set the maximum number of messages (**1-99**) that can be left in the Group Mailbox.
   - Review *Message Storage Limit* (page 548) for more.

10. For <u>Message Waiting Lamp</u>:
    - In *2213-04: Message Waiting Lamp* (page 785), enable (**Yes**) Message Waiting lamping at the extensions sharing the Group Mailbox.
    - Review *Message Waiting Lamp* (page 549) for more.

11. For <u>Next Call Routing Mailbox</u>:
    - In *2214-03: Dialing Option* (page 788), enable (**Yes**) or disable (**No**) additional dialing options for Next Call Routing Mailbox calls.
    - In *2214-04: Next Call Routing Mailbox* (page 788), optionally assign a Next Call Routing Mailbox (**1-16**) to the Group Mailbox.
    - Review *Next Call Routing Mailbox* (page 552) for more.

12. For <u>System Administrator</u>:
    - In *2212-03: System Administrator* (page 782), enter **Yes** to optionally designate the Group Mailbox as a System Administrator.
    - Review *System Administrator* (page 576) for more.

Programming a UCD Group Mailbox

1.	**Set up the UCD Group.**

1. Turn to *Extension Hunting* (page 154) for more on setting up UCD Hunting.

2.	**For the UCD Group Mailbox that corresponds to the UCD Group master number, assign the mailbox type.**

1. For a Subscriber Mailbox:
    - In *2311-01: UCD Group Mailbox Type* (page 793), enter **1** and *go to step 3*.
2. For a Routing Mailbox:
    - In *2311-01: UCD Group Mailbox Type* (page 793), enter **2**.
    - In *2311-01: UCD Group Routing Mailbox Number* (page 793), enter the Routing Mailbox that IntraMail will use for the UCD Group Mailbox.
    - In *422x-Routing Mailbox* (page 890), set up the type and options for the selected Routing Mailbox.

3.	**Set up the Subscriber Mailbox options for the Ring Group Mailbox.**

1. For Auto Attendant Do Not Disturb:
    - In *2314-01: Auto Attendant Do Not Disturb* (page 798), enable (**Yes**) or disable (**No**) Auto Attendant Do Not Disturb for the Group Mailbox.
    - Review *Auto Attendant Do Not Disturb* (page 427) for more.
2. For Auto Erase or Save:
    - In *2313-02: Auto Erase/Save of Messages* (page 796), set the auto save option for new messages (**1** for Auto Save or **2** for Auto Erase).
    - Review *Auto Erase or Save* (page 429) for more.
3. For Auto Time Stamp:
    - In *2313-03: Auto Time Stamp* (page 796), enable (**Yes**) or disable (**No**) Auto Time Stamp for the Group Mailbox.
    - Review *Auto Time Stamp* (page 431) for more.
4. For Conversation Record:
    - In *2313-05: Recording Conversation Beep* (page 797), enable (**Yes**) or disable (**No**) the Conversation Record beep for the Group Mailbox.
    - Review *Conversation Record* (page 462) for more.
5. For Directory Dialing:
    - In *2314-05: Directory List Number* (page 799), specify the Directory List (**1-8**, **0** for no lists, **9** for all lists) to which the Group Mailbox belongs.
    - Review *Directory Dialing* (page 469) for more.
6. For Forced Unscreened Transfer:
    - In *2314-02: Forced Unscreened Transfer* (page 798), enable (**Yes**) or disable (**No**) Forced Unscreened Transfer for the Group Mailbox.
    - Review *Forced Unscreened Transfer* (page 489) for more.
7. For Message Playback Direction:
    - In *2313-01: Message Playback Order* (page 796), set the Group Mailbox message playback order (**1** for LIFO, **2** for FIFO).
    - Review *Message Playback Direction* (page 543) for more.
8. For Message Retention:
    - In *2312-02: Message Retention* (page 794), set how long the Group Mailbox will retain saved messages.
    - Review *Message Retention* (page 547) for more.
9. For Message Storage Limit:
    - In *2312-01: Number of Messages* (page 794), set the maximum number of messages (**1-99**) that can be left in the Group Mailbox.

IntraMail Features

- Review *Message Storage Limit* (page 548) for more.

10. For <u>Message Waiting Lamp</u>:
     - In *2313-04: Message Waiting Lamp* (page 797), enable (**Yes**) Message Waiting lamping at the extensions sharing the Group Mailbox.
     - Review *Message Waiting Lamp* (page 549) for more.

11. For <u>Next Call Routing Mailbox</u>:
     - In *2314-03: Dialing Option* (page 798), enable (**Yes**) or disable (**No**) additional dialing options for Next Call Routing Mailbox calls.
     - In *2314-04: Next Call Routing Mailbox* (page 799), optionally assign a Next Call Routing Mailbox (**1-16**) to the Group Mailbox.
     - Review *Next Call Routing Mailbox* (page 552) for more.

12. For <u>System Administrator</u>:
     - In *2312-03: System Administrator* (page 794), enter **Yes** to optionally designate the Group Mailbox as a System Administrator.
     - Review *System Administrator* (page 576) for more.

Other Related Features

Features

Extension Hunting (page 154)

> If a UCD Group is set up to overflow to voice mail, unanswered callers into the group route to the UCD Group Mailbox.

Group Ring (page 189)

> Ring Group Mailbox uses the mailbox assigned to the Ring Group to which the extension belongs.

IntraMail Features

Greeting (page 493)

> Any extension sharing a Ring Group Mailbox can record and activate the Greeting and set Automated Attendant Do Not Disturb. The system automatically uses the most recent Greeting, regardless of which member of the group recorded it.

Voice Mail Overflow (page 590)

> An unanswered DIL to the Ring Group master number can be picked up by the Ring Group Mailbox.

Operation

See the following features for operation of the specific Group Mailbox type:
- *Announcement Mailbox* (page 412).
- *Call Routing Mailbox* (page 450).
- *Directory Dialing* (page 469).
- *Subscriber Mailbox* (page 574).

Description

An outside party can have their own mailbox for receiving and sending messages.

An outside party can have their own Guest Mailbox mailbox for receiving and sending messages. A Guest Mailbox is a Subscriber Mailbox that *does not* have an extension associated with it. A Guest Mailbox has many of the IntraMail features of a Subscriber Mailbox. A company visitor with a Guest Mailbox could, for example:

❧ Go to any extension, press **INTERCOM** + 700, then dial their mailbox number.

❧ Review their messages, leave messages for associates, or record a new greeting for their mailbox.

❧ Use many other features available to a Subscriber Mailbox.

Voice mail routes calls to the Guest Mailbox in the following three ways:

❧ A Screened Transfer (STRF) or Unscreened Transfer (UTRF) from the Automated Attendant goes directly to the Guest Mailbox, even though there is no extension installed.

❧ An Intercom call to the uninstalled extension goes directly to the Guest Mailbox.

❧ A transferred call to the uninstalled extension also goes directly to the Guest Mailbox.

For a brief overview of the features available at a Guest Mailbox, review the *Related Features* below. Then, go to the individual feature to find out how it operates and any programming required to make it work.

Conditions
• None

Default Setting
• No Guest Mailboxes assigned.

Programming

1. | **To set up a Guest Mailbox:**

1. In *2141-01: Station Mailbox Type* (page 766) for an extension without an associated telephone, enter **1**.

2. Turn to *Subscriber Mailbox* (page 574) for more.

Other Related Features

Features
None

IntraMail Features

Auto Erase or Save (page 429)
After a guest listens to a message in their Guest Mailbox, IntraMail can automatically erase or save the message.

Automated Attendant (page 433)
An Automated Attendant LOGON action (assigned to the active Dial Action Table) can route callers to a Guest Mailbox.

Greeting (page 493)
A Guest Mailbox can have a recorded greeting that plays to callers leaving a message.

Listening to Messages (page 512)
Review this feature to learn which features are available to the guest while listening to messages.

Mailbox Name (page 518)
A Guest Mailbox can have a recorded name.

Make Call (page 525)
• A Guest Mailbox user can use Make Call to return a call left in the Guest Mailbox.

- A Subscriber Mailbox user cannot use Make Call to return a call left by a Guest Mailbox, since the Guest Mailbox does not have an associated extension.

Main Menu (page 523)

The Main Menu provides assess to the features available to a Guest Mailbox.

Message Listen Mode (page 534)

Set the type of messages a guest will listen to when they dial **L** (5) after logging into their Guest Mailbox.

Message Notification (page 535)

Once activated, Message Notification dials a telephone number to let the user know they have new messages in the Guest Mailbox.

Message Playback Direction (page 543)

Set the Guest Mailbox message playback order.

Message Record (page 544)

Review this feature to learn which features are available to the Guest Mailbox while recording and sending a message.

Message Storage Limit (page 548)

Set the maximum number of messages that can be left in the mailbox.

Next Call Routing Mailbox (page 552)

The Next Call Routing Mailbox provides additional dialing options after a caller leaves a message in a Guest Mailbox.

Security Code (page 570)

If enabled, a Guest Mailbox caller must enter a security code before logging onto the mailbox.

Transfer to a Mailbox (page 583)

To transfer an outside call to a Guest Mailbox, the extension user presses **INTERCOM**, **V-MAIL**, and then dials the Guest Mailbox number.

Operation

Accessing a Guest Mailbox		
To log onto a Guest Mailbox:		
1.	Do one of the following.	
	a.	Press **INTERCOM** + Dial the IntraMail master number (e.g., 700) + Dial your mailbox number. • You can optionally press a Call Coverage key assigned to the IntraMail master number.
	b.	Press the Message Center key for the Guest Mailbox.
2.	When IntraMail answers, dial the Guest Mailbox number.	
Logging Onto a Guest Mailbox from the Automated Attendant:		
1.	After the Automated Attendant answers, dial **#** + Dial the Guest Mailbox number. • This capability may be disabled in the Automated Attendant. • Your automated attendant may have a LOGON action assigned to the Guest Mailbox. Check with your Communications Manager.	
Transferring your call to a Guest Mailbox:		
1.	Press **INTERCOM**.	
2.	Press **V-MAIL**.	
3.	Dial the Guest Mailbox number.	
4.	Press **SPEAKER** to hang up. • To transfer a call to a co-worker's mailbox from a single line telephone, use the following procedure: Hookflash + Dial ***8** + Dial the co-worker's mailbox + Hang up.	

Hang Up

Description

An Automated Attendant option that immediately hangs up the outside call.

Hang Up is an Automated Attendant option that immediately hangs up the outside call. When setting up a Dial Action Table, you may want to use Hang Up for unused actions (rather than the caller hearing the standard error message). You might also want to use the Hang Up action as the Timeout destination for callers that wait too long to dial after the Automated Attendant answers.

Conditions
- None

Default Setting
- Key 9 in Dial Action Table 1 is set for Hang Up.

Programming

1.   Optionally assign the Hang Up action to an available Dial Action Table key.

1. In *4231-Digit Assignment* (page 901), assign a Hang Up action to an available key.
   - When the outside caller dials the key programmed with the Hang Up action, the Automated Attendant immediately hangs up.

Other Related Features

Features
None

IntraMail Features
Automated Attendant (page 433)
   The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Dial Action Table (page 465)
   The Hang Up action is a Dial Action Table option.

Operation

N/A

Description

Play an announcement to outside callers announcing the Automated Attendant dialing options.

The Instruction Menu is the announcement that plays to Automated Attendant callers. Normally, the Instruction Menu greets callers and provides them with the Automated Attendant dialing options. The Instruction Menu is associated with the active Call Routing Mailbox. Normally, you should have the System Administrator customize (rerecord) the Instruction Menu to match the dialing options enabled in the site's Dial Action Table. If a custom Instruction Menu is not recorded, the Automated Attendant callers hear:

"Thank you for calling. If you are calling from a touch tone phone, please dial the extension number you wish to reach, or dial 0 for assistance. If you are calling from a rotary dial phone, please stay on the line for assistance."

Conditions
- None

Default Setting
- No custom Instruction Menus recorded.

Programming

N/A

Other Related Features

Features

None

IntraMail Features

Answer Tables (page 420)

Determines how the Automated Attendant answers outside calls on each line.

Automated Attendant (page 433)

The Answer Table determines how the Automated Attendant answers calls, and assigns the Call Routing Mailbox to the call.

Call Routing Mailbox (page 450)

The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and Instruction Menu are available to Automated Attendant callers.

Dial Action Table (page 465)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Single Digit Dialing (page 572)

An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an IntraMail feature.

System Administrator (page 576)

Only the System Administrator can record the Instruction Menu.

Instruction Menu

Operation

Recording an Instruction Menu for a Call Routing Mailbox [Super Display Soft Key] - [Keyset Soft Key]					
Log onto System Administrator's mailbox.					
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**				
	I (4)	Select Instruction Menus. **[Instruction] - [Instr]**			
		Enter the Call Routing Mailbox number.			
			L (5)	Listen to the current Instruction Menu (if any). **[Listen] - [Lstn]**	
				#	Exit listen mode.
			R (7)	Record a new Instruction Menu. **[Record] - [Rec]**	
				Record message.	
				*	Pause or restart recording **[Resume] - [Resume]** **[Pause] - [Pause]**
				E (3)	Erase recording. **[Cancel] - [Cancel]**
				#	Exit recording mode. **[Done] - [Done]**
			E (3)	Erase the Instruction Menu. **[Erase] - [Erase]**	
			#	Go back to the System Administrator options. **[Exit] - [Exit]**	
		#	Go back to the System Administrator options. **[Exit] - [Exit]**		
0	Plays Help message.				

Description

Leave a voice message in a mailbox from inside or outside the company.

An extension user or outside caller can leave a voice message in a co-worker's mailbox if that extension is busy, unanswered, or in Do Not Disturb. Leaving a voice message is a handy and efficient way to communicate with co-workers that avoids post-it notes, message pads, and unnecessary email.

Additional Options While Leaving a Message

The following chart shows the additional dialing options a caller may have while *listening to the mailbox greeting* prior to leaving a message. What happens depends on the setting of the Next Call Routing and Dialing Option options.

<table>
<tr><th colspan="5">Dialing Options While Leaving a Message</th></tr>
<tr><th rowspan="2">2144-04: Next Call Routing Mailbox</th><th rowspan="2">2144-03: Dialing Option</th><th rowspan="2">Digit Dialed</th><th colspan="2">Action</th></tr>
<tr><th>Outside Call</th><th>Intercom Call</th></tr>
<tr><td rowspan="4">Undefined</td><td rowspan="4">No</td><td>0</td><td colspan="2" rowspan="2">Caller hears, "*That is an invalid entry,*" and the greeting repeats.</td></tr>
<tr><td>1-9</td></tr>
<tr><td>#</td><td colspan="2">IntraMail hangs up.</td></tr>
<tr><td>*</td><td colspan="2">Caller skips greeting and can immediately start recording.</td></tr>
<tr><td rowspan="4">1-16 (valid Call Routing Mailbox)</td><td rowspan="4">No</td><td>0</td><td>Caller follows 0 action in Next Call Routing Mailbox.</td><td>Caller hears, "*That is an invalid entry,*" and the greeting repeats.</td></tr>
<tr><td>1-9</td><td colspan="2">Caller hears, "*That is an invalid entry,*" and the greeting repeats.</td></tr>
<tr><td>#</td><td>Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.</td><td>IntraMail hangs up.</td></tr>
<tr><td>*</td><td colspan="2">Caller skips greeting and can immediately start recording.</td></tr>
<tr><td rowspan="4">1-16 (valid Call Routing Mailbox)</td><td rowspan="4">Yes</td><td>0</td><td rowspan="2">Caller follows key's action in Next Call Routing Mailbox.</td><td rowspan="2">Caller hears, "*That is an invalid entry,*" and the greeting repeats.</td></tr>
<tr><td>1-9</td></tr>
<tr><td>#</td><td>Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.</td><td>IntraMail hangs up.</td></tr>
<tr><td>*</td><td colspan="2">Caller skips greeting and can immediately start recording.</td></tr>
</table>

Conditions
• None

Default Setting
• Enabled

Leaving a Message

Programming

1.	Set the maximum length of a message that can be left in a Subscriber Mailbox.

   1. In *4201-02: Incoming Message Length* (page 872), enter the maximum length of a message a caller can leave in a Subscriber Mailbox (**1**-**4095** seconds).

Other Related Features

Features

None

IntraMail Features

Next Call Routing Mailbox (page 552)

The Next Call Routing Mailbox provides callers with additional dialing options after they leave a message in a mailbox (depending on the setting of the Dialing Option option).

Quick Message (page 560)

Quick Message allows Automated Attendant callers to leave a message in a Subscriber Mailbox.

Operation

<table>
<tr><td colspan="3" align="center">**Leaving a Message for a Co-worker**</td></tr>
<tr><td colspan="3">**To leave a message in the mailbox of an unanswered extension:**</td></tr>
<tr><td>**1.**</td><td colspan="2">Press **V-MAIL**.</td></tr>
<tr><td>**2.**</td><td colspan="2">Do one of the following.</td></tr>
<tr><td></td><td>**a.**</td><td>Leave message and hang up.</td></tr>
<tr><td></td><td>**b.**</td><td>Leave message and dial **#**.
• Dialing **#** sends the message and hangs up.</td></tr>
<tr><td colspan="3"></td></tr>
<tr><td colspan="3">**To leave a message in a mailbox from outside the company:**</td></tr>
<tr><td>**1.**</td><td colspan="2">Do one of the following.</td></tr>
<tr><td></td><td>**a.**</td><td>Leave message and hang up.</td></tr>
<tr><td></td><td>**b.**</td><td>Leave message and dial **#**.
• Dialing **#** may provide you with additional dialing options. This depends on how the called mailbox's Next Call Routing Mailbox is set up.</td></tr>
<tr><td colspan="3"></td></tr>
<tr><td colspan="3">To leave a message in an extension's mailbox, you can be:
• Transferred to an extension's mailbox by another user.
• Automatically routed to a mailbox when the called party doesn't answer or is unavailable.
• Sent to the mailbox from the Automated Attendant after dialing * plus the called party's mailbox number.
• Routed from the Automated Attendant after dialing a uniquely programmed digit set up to send you to an extension's mailbox.</td></tr>
</table>

IntraMail Features

Listening to Messages

Description

While or after listening to a message, an extension user has many message handling options from which to choose.

While or after listening to a message, a Subscriber Mailbox user has many message handling options from which to choose. The listening options let you quickly and efficiently manage your voice mail messages, respond to the message sender, or forward the message to a co-worker for additional handling. The following table shows these options.

Message Listen Options [Super Display Soft Key] - [Keyset Soft Key]	
Option	**Description**
RE (73) [Reply] - [N/A]	Record a reply. • See *Message Reply* (page 545).
MF (63) [Forward] - [N/A]	Forward the message to another mailbox. • See *Message Forward* (page 531).
MC (62) [Callback] - [N/A]	Make a call to the message sender. • See *Make Call* (page 525).
TI (84)	Hear the time and date the message was sent. • See *Time and Date with Voice Mail* (page 580).
SA (72)	Save the message in your mailbox.
E (3) [Erase] - [Erase]	Erase the message. • See *Message Delete* (page 530).
L (5) [Next Message] - [Next]	Listen to the next message.
B (2)	Back up a few seconds.
BB (22) [Repeat] - [Rpt]	Back up to the beginning of the message.
G (4)	Go ahead a few seconds.
*	Pause/resume listening.
1N (16) [Message List + New Messages] - [N/A]	Select New Message List • See *Message Listen Mode* (page 534).
1S (17) [Message List + Saved Messages] - [N/A]	Select Saved Message List • See *Message Listen Mode* (page 534).
1A (12) [Message List + All Messages] - [N/A]	Select All Message List • See *Message Listen Mode* (page 534).
# [Exit] - [Exit]	Exit the listen mode.
X (9)	Exit your mailbox.
Dial 0 while listening to hear the list of options.	

Handling Partially Reviewed Messages

When listening to multiple new messages when Auto Erase or Save is set to *Save*:
- ❧ Any message to which you *partially listen* is automatically saved.
- ❧ Any message to which you *hang up during* or *do not listen* is retained as a new message.

For example, if you have three new messages, listen to part of message 1, dial **L** to hear part of message 2 and then hang up, IntraMail automatically:
- ❧ Saves message 1.
- ❧ Retains messages 2 and 3 as new messages.
- ❧ Restarts the flashing ring/message lamp.
- ❧ Resets the telephone display to **V-MAIL 02 (VM02)**.

When listening to multiple new messages when Auto Erase or Save is set to *Erase*:
- ❧ Any message to which you *partially listen* is automatically erased.
- ❧ Any message to which you *hang up during* or *do not listen* is retained as a new message.

For example, if you have three new messages, listen to part of message 1, dial **L** to hear part of message 2 and then hang up, IntraMail automatically:
- ❧ Erases message 1.
- ❧ Retains messages 2 and 3 as new messages.
- ❧ Restarts the flashing ring/message lamp.
- ❧ Resets the telephone display to **V-MAIL 02 (VM02)**.

Telephone Display while Listening to a Message

While listening to a message, your telephone display shows you important information about the message. This includes:

- ■ The caller's telephone number (if available).
- ■ The selected Message List.
- ■ The message number in the selected list.
- ■ The date and time the message was left.

Super Display

Currently selected Message List

Caller's phone number (requires Caller ID)

Message number (in selected Message List)

```
203-926-5400        [S-03]
THU, JAN 15         10:09P


Next Message        Reply
Repeat              Forward

Name
```

Date message was left

Time message was left
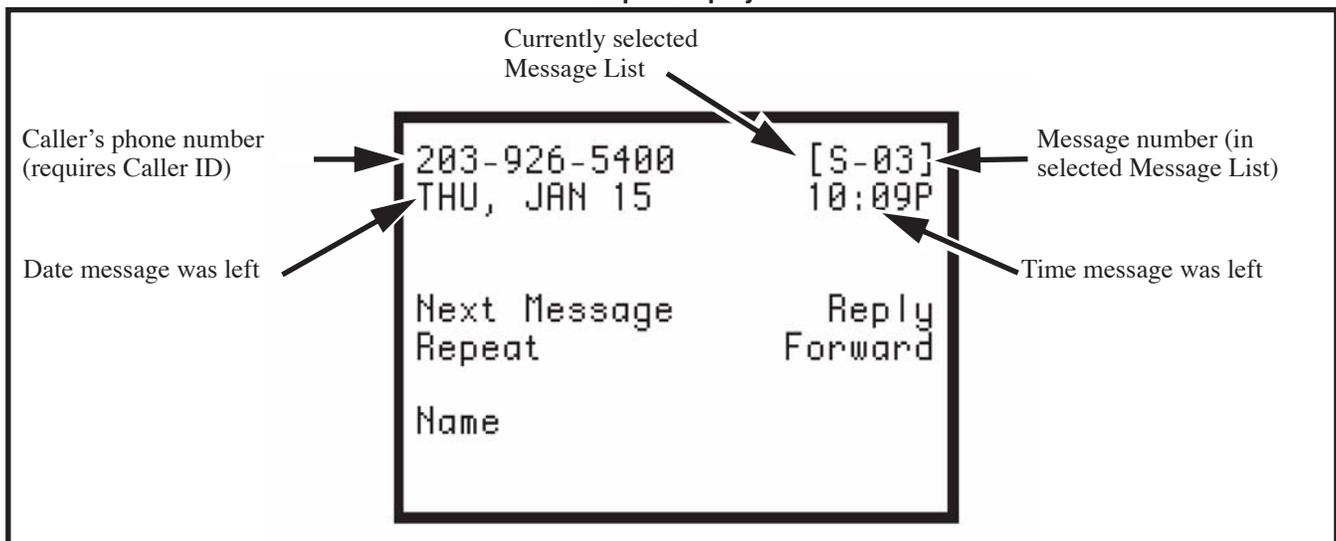
Listening to Messages

22-Button and 34-Button Display

Currently selected
Message List

Caller's phone number
(requires Caller ID) ➤

```
203-926-5400      [S-03]
THU, JAN 15       10:09P
Next  Rpt  Erase  Exit
```

Message number (in
selected Message List)

Date message was left ➤

Time message was left
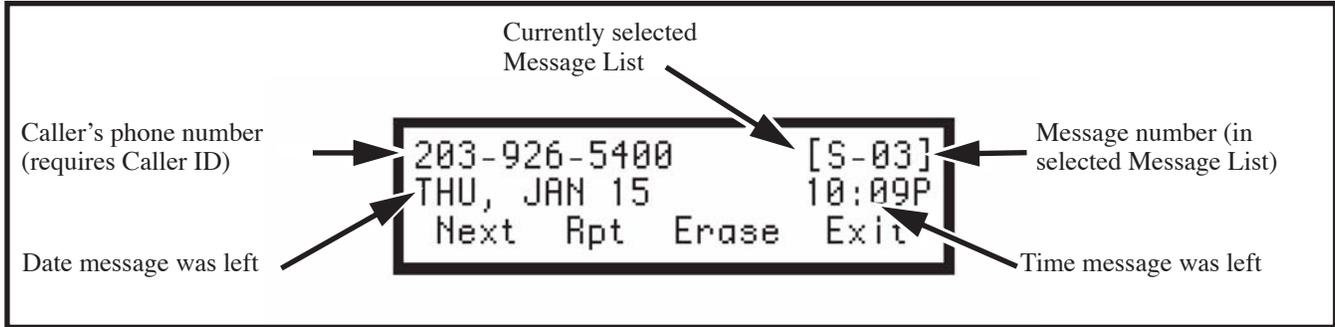
Conditions
- None

Default Setting
- Enabled

Programming

1.	Set the Message Backup/Go Ahead Time.

1. In *4201-03: Message Backup/Go Ahead Time* (page 872), set the Backup/Go Ahead Time (**1**-**60** seconds).
   - This interval sets how far IntraMail backs up when a mailbox user dials **B** while recording or listening to their messages.
   - This interval also sets how far IntraMail jumps ahead when a user dials **G** while listening to messages.

Other Related Features

Features
None

IntraMail Features
Auto Erase or Save (page 429)
> When a mailbox user completely listens to a new message and then exits their mailbox, IntraMail will either automatically save or erase the message.

Message Record (page 544)
> While recording a message, a Subscriber Mailbox user has many recording options from which to choose.

Operation

Listening to Messages **[Super Display Soft Key] - [Keyset Soft Key]**	
Log onto Subscriber Mailbox • Your Ring/Message Lamp flashes fast (red) when you have new messages.	
L (5)	Access the Message Listen mode **[Listen] - [Lstn]**
0	Plays Help message

Description

An extension user can press a key to log onto (access) their IntraMail mailbox.

A subscriber can log onto their mailbox using a method that best suits their needs and location. While at their own phone, the subscriber just presses a single key to log onto their mailbox. To use their mailbox while at a co-worker's phone, the subscriber dials the IntraMail master number, followed by their mailbox number (which is normally the same as their extension number). If they are away from the office, the subscriber can still use their mailbox by calling in through the Automated Attendant.

Local (On-site) Logon

An extension user can log onto their mailbox in the following ways:

- Press their **V-MAIL** key to log onto their Subscriber Mailbox.
- Dial the IntraMail master number (e.g., 700), followed by their mailbox number. This method is typically used by Guest Mailbox users, as well as subscribers attempting to log into their Subscriber Mailbox from a co-worker's phone.

Remote Log On

A Subscriber Mailbox user can call into the Automated Attendant and log onto their mailbox. Following are two of the ways a user can do this:

- After the Automated Attendant answers, dial a digit (typically #) followed by their mailbox number. This method allows outside callers to log into their mailboxes from outside the company. Once they log into their mailbox, they can use the allowed features in the mailbox main menu. ***To avoid unauthorized access to their mailbox, the user should enable their own unique Security Code.***
- If an extension has a Direct Inward Line that voice mail picks up, the caller can dial # during their greeting to log into their mailbox (instead of leaving a message). This method allows subscribers to dial their own number and then use the features of their mailbox. This capability must be set up in the user's Next Call Routing Mailbox. For example:
    - Program the Next Call Routing Mailbox # digit as LOGON to IXXX.
    - While listening to their greeting, the subscriber can dial:
      # (to route to their Next Call Routing Mailbox), then
      # and their mailbox number to log onto their mailbox.

By default, this option is provided in Call Routing Mailbox 1. Additionally, the subscriber should enable a Security Code for their mailbox to prevent unauthorized logons.

Conditions
- None

Default Setting
- Local Log On.
- Remote Log On enabled for Call Routing Mailbox 1.

Log Onto Voice Mail

Programming

Remotely Logging Onto a Mailbox Through the Automated Attendant

1.	Program a LOGON action in the active Dial Action Table.

    1. In *4231-Digit Assignment* (page 901), assign a **LOGON** action to an available key.

2.	To log directly into a specific Subscriber Mailbox:

    1. In *4231-Digit Assignment* (page 901), enter the **mailbox number** in the corresponding *Routing* option.
- For example, to have key 4 log directly into Subscriber Mailbox 305, for key 4 enter **LOGON** for the *Action* and 305 for the corresponding *Routing*.

3.	To have IntraMail require Automated Attendant callers to dial a Subscriber Mailbox for remote logon (with an announcement):

    1. In *4231-Digit Assignment* (page 901), enter **N** in the corresponding *Routing* option.
- The key you choose must represent the first digit in the Subscriber Mailbox numbers.
- For example, to have the Automated Attendant request callers to enter the number of the Subscriber Mailbox into which they wish to log, for key 3 enter **LOGON** for the *Action* and **N** for the corresponding *Routing*. When callers dial 3, they hear, "*Please enter your mailbox number.*"

4.	To have IntraMail require Automated Attendant callers to enter a Subscriber Mailbox for remote logon (without playing an announcement):

    1. In *4231-Digit Assignment* (page 901), enter **XXX** in the corresponding *Routing* option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.
- For example, to allow callers to log onto mailboxes 300-399, for key 3 enter **LOGON** for the *Action* and **XXX** for the corresponding *Routing*.

5.	To remotely log into *any* valid Subscriber Mailbox (without playing an announcement):

    1. In *4231-Digit Assignment* (page 901), enter **IXXX** in the corresponding *Routing* option.
- For example, to allow callers to dial 1 plus any Subscriber Mailbox number to log on, for key 1 enter **LOGON** for the *Action* and **IXXX** for the corresponding *Routing*.

6.	Set the maximum length of a message that can be left in a Subscriber Mailbox.

    1. In *4201-02: Incoming Message Length* (page 872), enter the maximum length of a message a caller can leave in a Subscriber Mailbox (**1**-**4095** seconds).
- For Remote Logon, this applies to a caller that remotely logs onto their mailbox and then dials **RS** to record and send a message to a co-worker.

Other Related Features

Features
None

IntraMail Features
Automated Attendant (page 433)

    The Automated Attendant allows Subscriber Mailbox users to log into their mailboxes.

Greeting (page 493)

    After remotely logging onto their mailbox, a subscriber mailbox user can remotely record their greeting.

Guest Mailbox (page 503)

> A guest can log onto their mailbox by dialing the IntraMail master number followed by the Guest Mailbox number.

Security Code (page 570)

> To avoid unauthorized access to their mailbox (particularly with Remote Log On), the user should enable their own unique Security Code.

Subscriber Mailbox (page 574)

> A subscriber can log into their mailbox by pressing a key on their telephone, dialing the IntraMail master number (followed by their mailbox number), or logging on through the Automated Attendant.

Operation

Logging Onto Your Mailbox [Super Display Soft Key] - [Keyset Soft Key]		
To log onto your Subscriber Mailbox:		
1.	Press **V-MAIL**. • From a single line telephone, lift handset and dial ***8**.	
To log onto your Guest Mailbox or your Subscriber Mailbox from a co-worker's extension:		
1.	Do one of the following.	
	a.	Press **INTERCOM** + Dial the IntraMail master number (e.g., 700) + Dial your mailbox number. • You can optionally press a Call Coverage key assigned to the IntraMail master number.
	b.	Press the Message Center key for your mailbox.
To log onto your Subscriber Mailbox from the Automated Attendant:		
1.	Wait for the Automated Attendant to answer.	
2.	Dial **#** and your mailbox number. • This option may be different in your system. Check with your Communications Manager. • After you remotely log onto your mailbox, you can optionally dial **9** then ***** to return to the Automated Attendant.	

IntraMail Features

Mailbox Name

Description

A mailbox caller can hear the extension user's prerecorded name instead of their mailbox number.

A caller leaving a message in a Subscriber Mailbox can hear the mailbox's prerecorded name instead of the mailbox number. The prerecorded Mailbox Name gives the subscriber's mailbox that personal touch. Prior to leaving a message, caller's will hear the name instead of the default "*extension xxx*" prompt. The recorded name can be up to 10 seconds long.

Conditions
- None

Default Setting
- No mailbox names recorded.

Programming

N/A

Other Related Features

Features

None

IntraMail Features

Subscriber Mailbox (page 574)

A subscriber can record a name for their mailbox, or have the System Administrator record one for them.

System Administrator (page 576)

The System Administrator can record names for Subscriber Mailboxes.

Operation

Recording Your Mailbox Name [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox.			
RN (76)	Access the Mailbox Name Menu. **[Name] - [N/A]**		
	L (5)	Listen to the currently recorded name (if any). **[Listen] - [Lstn]**	
		#	Exit listen mode.
	R (7)	Record a new name. **[Record] - [Rec]**	
		Record message.	
		*	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
		E (3)	Erase recording. **[Cancel] - [Cancel]**
		#	Exit recording mode. **[Done] - [Done]**
	E (3)	Erase the currently recorded name. **[Erase] - [Erase]**	

					Recording Your Mailbox Name
					[Super Display Soft Key] - [Keyset Soft Key]
	#				Go back to the Mailbox Main Menu. **[Exit] - [Exit]**
	0				Plays Help message.

Recording or Erasing Co-worker's Names from a System Administrator's Mailbox					
[Super Display Soft Key] - [Keyset Soft Key]					
Log onto System Administrator's Mailbox.					
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**				
	S (7)	Select Subscriber Mailbox Maintenance options. **[Subscriber] - [Subs]**			
		Enter the number of the Subscriber Mailbox you want to maintain.			
		EN (36)	Erase the mailbox name. **[Erase Name] - [Name]**		
		N (6)	Record a new mailbox name. **[Record MBOX Name] - [N/A]**		
			L (5)	Listen to the currently recorded name (if any). **[Listen] - [Lstn][**	
				#	Exit listen mode.
			R (7)	Record a new name. **[Record] - [Rec]**	
				Record message.	
				*	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
				E (3)	Erase recording. **[Cancel] - [Cancel]**
				#	Exit recording mode. **[Done] - [Done]**
			E (3)	Erase the currently recorded name. **[Erase] - [Erase]**	
			#	Go back to the Subscriber Maintenance Menu. **[Exit] - [Exit]**	
		#	Go back to System Administrator options. **[Exit] - [Exit]**		
0	Plays Help message.				

IntraMail
Features

Mailbox Options Menu

Description

> **A Subscriber Mailbox sub-menu that provides access to the Auto Time Stamp, Mailbox Security Code Delete, and Message Notification features.**

The Mailbox Options Menu is a sub-menu of a subscriber's Main Menu that provides access to the Auto Time Stamp, Mailbox Security Code Delete, and Message Notification features. The chart below summarizes these options. Auto Time Stamp helps if the subscriber needs to know the time and date of each message they receive without taking any extra steps. If mailbox security is not an issue, the subscriber can delete their security code to simplify logging onto their mailbox.

Mailbox Options Menu [Super Display Soft Key] - [Keyset Soft Key]	
Option	**Description**
S (7) [Security Code] - [Sec]	Erase the mailbox's Security Code. • See *Mailbox Security Code Delete* (page 522).
N (6) [Notification] - [Notif]	Set up Message Notification. • See *Message Notification* (page 535).
AT (28) [Time Stamp] - [Time]	Enable or disable Auto Time Stamp. • See *Auto Time Stamp* (page 431).
To hear the list of Mailbox Options, dial 0.	

Conditions
• None

Default Setting
• Mailbox Options Menu available.

Programming

No additional programming required.

Other Related Features

Features
None

IntraMail Features

Auto Time Stamp (page 431)
    IntraMail can optionally announce the time and date the message was left.

Mailbox Security Code Delete (page 522)
    The System Administrator can delete the security code for any Subscriber Mailbox.

Message Notification (page 535)
    Message Notification dials a telephone or pager number to let the user know they have new messages in their mailbox.

Operation

<table>
<tr><td colspan="3" align="center">Accessing the Mailbox Options Menu
[Super Display Soft Key] - [Keyset Soft Key]</td></tr>
<tr><td colspan="3">Log onto Subscriber Mailbox.</td></tr>
<tr><td>OP (67)</td><td colspan="2">Access the Mailbox Options Menu.
[MBOX Options] - [N/A]</td></tr>
<tr><td></td><td>0</td><td>Plays Help message.</td></tr>
</table>

IntraMail Features

Mailbox Security Code Delete

Description

Allows the System Administrator to delete the security code for any mailbox.

The System Administrator can delete the security code for any Subscriber Mailbox. This effectively unlocks the mailbox. If mailbox security is not necessary, deleting a mailbox's security code speeds up mailbox logon. Without a security code, the subscriber just presses their **V-MAIL** key to immediately log onto their mailbox.

Conditions
- None

Default Setting
- Enabled

Programming

No additional programming required.

Other Related Features

Features

None

IntraMail Features

Mailbox Options Menu (page 520)

Mailbox Security Code Delete is available on the Mailbox Options Menu.

Security Code (page 570)

Subscriber Mailboxes can have Security Codes.

System Administrator (page 576)

The System Administrator can delete a mailbox's security code.

Operation

Deleting a Mailbox Security Code [Super Display Soft Key] - [Keyset Soft Key]				
Log onto System Administrator's Mailbox.				
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**			
	S (7)	Select Subscriber Mailbox Maintenance options. **[Subscriber] - [Subs]**		
		Enter the number of the Subscriber Mailbox you want to maintain.		
			S (7)	Erase the mailbox Security Code. **[Erase Security Code] - [N/A]**
			#	Go to the System Administrator Menu. **[Exit] - [Exit]**
	0	Plays Help message.		

Description

Provides options to an extension user when they log onto their mailbox.

After a Subscriber Mailbox user logs into their mailbox, IntraMail provides them with the Main Menu of options. The Main Menu provides quick access to the most commonly used mailbox features in a central location. It includes listening and recording options, as well as additional selections for recording mailbox names and greetings. The chart below summarizes these options.

Mailbox Main Menu [Super Display Soft Key] - [Keyset Soft Key]	
Option	**Description**
L (5) **[Listen] - [Lstn]**	Listen to messages. • See *Listening to Messages* (page 512).
RS (77) **[Record] - [Rec]**	Record and send a message. • See *Message Record* (page 544).
G (4) **[Greeting] - [Greet]**	Record a mailbox greeting. • See *Greeting* (page 493).
RN (76) **[Name] - [N/A]**	Record a mailbox name. • See *Mailbox Name* (page 518).
[Message List] - [N/A]	Select the active Message List. • See *Message Listen Mode* (page 534).
1N (16) **[Message List + New Messages] - [N/A]**	Select the New Message List. • See *Message Listen Mode* (page 534).
1S (17) **Message List + Saved Messages] - [N/A]**	Select the Saved Message List. • See *Message Listen Mode* (page 534).
1A (12) **[Message List + All Messages] - [N/A]**	Select the All Message List. • See *Message Listen Mode* (page 534).
OP (67) **[MBOX Options] - [N/A]**	Use the Mailbox Options. See the following: • See *Security Code* (page 570). • *Message Notification* (page 535). • *Auto Time Stamp* (page 431).
SA (72) **[System Admin] - [N/A]**	Access the System Administrator options. • See *System Administrator* (page 576).
TI (84)	Check the current time and date. • See *Time and Date with Voice Mail* (page 580).
X (9) **[Exit] - [Exit]**	Exit your mailbox. • See *Exiting a Mailbox* (page 477).
To hear the complete Main Menu of options, dial 0 while in the Main Menu.	

Conditions
• None

Default Setting
• Enabled.

IntraMail
Features

Main Menu

Programming

No additional programming required.

Other Related Features

See the Mailbox Main Menu chart above.

Operation

Accessing the Mailbox Main Menu [Super Display Soft Key] - [Keyset Soft Key]		
Log onto Subscriber Mailbox. • You automatically go to the mailbox Main Menu.		
	0	Plays Help message which summarizes the Main Menu options. • See the *Mailbox Main Menu* (page 523) chart for the Main Menu options.

Description

A Subscriber Mailbox user can dial MC to return a call without knowing their caller's number.

Make Call lets a Subscriber Mailbox user listen to a voice message and dial **MC** to return the call without knowing their caller's phone number. Make Call automates returning messages since you don't have to dial the message sender's telephone number. Make Call is always available for messages received from co-workers. Make call is available for messages received from outside callers if the system has Caller ID enabled (and provided by the connected telco).

While listening to a message at a Super Display Telephone, first 2 lines of the display show the callers number (or extension) in addition to the date and time the message was left. At a 22-Button or 34-Button Telephone, the first line of the display shows the date and time the message was left.

Conditions
- None

Default Setting
- Available if Caller ID is enabled and provided by the telco.

Programming

| 1. | **No IntraMail specific programming required.** |

1. No additional programming is required to enable Caller ID in IntraMail.

| 2. | **Check your telco service.** |

1. Be sure the telco provides Caller ID to the connected telephone system.

| 3. | **Check your telephone system programming to be sure it is set up to receive Caller ID and pass it to the IntraMail voice mail ports.** |

1. In *3121-01: Caller ID Type* (page 825) enter the type of Caller ID required (DSP = **1**, ATRU = **2**, T1/E1 ANI = **3**).
   - For ANI Caller ID, in *3121-02: ANI/DNIS Format* (page 825) and *3121-04: Number of ANI Digits* (page 826), set for compatibility with the connected service.
2. In *1611-06: Caller ID Detection Timer* (page 684), set for compatibility with the connected service.
3. In *3131-01: Pass Caller ID to Voice Mail* (page 828),enter **Yes**.

| 4. | **Set up your basic Caller ID Logging programming.** |

1. In *3711-01: Caller ID Callback Route Type* (page 856), select the type of route used for Caller ID callbacks (**1** = line, **2** = Line Group).
2. For line, in *3711-01: Caller ID Callback Line* (page 856) enter the line number (**1-64**) the system will use for Caller ID callbacks.
3. For Line Groups, in *3711-01: Caller ID Callback Group* (page 857) enter the Line Group number (**90-98**) the system will use for Caller ID callbacks.
4. Turn to *Caller ID Logging* (page 68) for more.

Make Call

5.	**To enable Make Call for remote logons (i.e., subscriber's logging onto their mailbox through the Automated Attendant):**

1. In *3103-04: Tandem Calls* (page 816), enter **Yes** to enable Tandem Calls.
- Enable this option for either the inbound or outbound lines (or both).

Other Related Features

Features
None

IntraMail Features

Caller ID and Voice Mail (page 456)
> Make Call for outside calls is available only if the telco provides Caller ID to the telephone system **and** the telephone system passes the Caller ID data to the IntraMail voice mail ports.

Message Reply (page 545)
> Message Reply can not automatically reply to a message left by an outside caller. Use Make Call instead.

Operation

Using Make Call from your Mailbox [Super Display Soft Key] - [Keyset Soft Key]		
Log onto Subscriber Mailbox.		
L (5)	Listen to the message for which you want to make a return call. [Listen] - [Lstn]	
	MC (62)	Dial this code while listening to the message you want to return. [Callback] - [N/A] • Make Call automatically places a return call to the co-worker that left you the message. • If your system has Caller ID, Make Call can automatically place a return call to your outside caller. • If you hear "*Your call cannot go through*," your system's Caller ID is not properly set up. You go right back to the listen mode for the message you were listening to when you tried the Make Call.

Description

See *Group Mailbox* (page 497).

Message Count Display

Description

The telephone display can show the number of new messages waiting in a user's mailbox.

The telephone display provides interactive status updates for the subscriber's mailbox. The subscriber doesn't have to call their mailbox and wait for the voice prompts to find out the number of new and saved messages in their mailbox. Then can just look at the display instead. *While idle*, the telephone display shows the number of new messages waiting in a subscriber's mailbox. The message count automatically updates as the subscriber receives new messages and processes older messages. *While logged into the mailbox*, the telephone display shows the number of both new and saved messages.

22-Button and 34-Button Display

While Idle

```
       1-17 SAT   5:30PM

    Dir  Prog  VM01  CL02
```

One new message waiting
in the Subscriber Mailbox

While Logged-in

```
VOICE MAIL   MBOX:300
Messages New: 1 Saved: 1
Lstn  Rec  Greet  Exit
```

One new message waiting
in the Subscriber Mailbox

One saved message waiting
in the Subscriber Mailbox

Super Display

```
       1-17 SAT   5:30PM



Directory
Program
V Mail 01
Calls   02        SP Dial 1
Page              SP Dial 2
```

While Idle

One new message waiting
in the Subscriber Mailbox

While Logged-in

```
VOICE MAIL   MBOX 303
Messages New: 1 Saved: 1


Listen        MBOX Options
Record
Greeting
Name
```

One new message waiting
in the Subscriber Mailbox

One saved message waiting
in the Subscriber Mailbox

Conditions
• None
Default Setting
• Enabled

IntraMail Features

Programming

No additional programming required.

Other Related Features

N/A

Operation

Operation is automatic.

Message Delete

Description

An extension user can delete any messages left in their mailbox.

A Subscriber Mailbox user can delete any messages left in their mailbox. Message Delete lets the subscriber do their own mailbox maintenance. They can delete messages they no longer need and save messages that contain essential information. With Message Delete, the subscriber doesn't have to rely on the System Administrator to perform these routine mailbox maintenance functions.

Conditions
- None

Default Setting
- Enabled

Programming

No additional programming required.

Other Related Features

Features
None

IntraMail Features

Erasing All Messages (page 476)
> The System Administrator can delete all messages in a Subscriber Mailbox.

Subscriber Mailbox (page 574)
> A subscriber can log into their mailbox and delete any of their messages.

Operation

		Deleting a Message [Super Display Soft Key] - [Keyset Soft Key]
Log onto Subscriber Mailbox.		
L (5)		Access the Message Listen mode (to listen to the message that you want to delete). **[Listen] - [Lstn]**
	E (3)	Erase the message. **[Erase] - [Erase]** • You automatically return to the Message Listen mode.

Description

A subscriber can forward a message in their mailbox to a co-worker.

A Subscriber Mailbox user can forward a message in their mailbox to a co-worker. Forwarding is helpful when a subscriber receives a message with which a co-worker can assist them. Rather than sending a new message, the subscriber can just forward the message with which they need help. They can also optionally record a comment before the forwarded message. Typically, the comment would describe the reason for the message forwarding.

IntraMail saves the message in the subscriber's mailbox after they forward it. The Message Forward destination receives the forwarded message as a new message.

Conditions
- None

Default Setting
- Enabled.

Programming

No additional programming required.

Other Related Features

Features

None

IntraMail Features

Call Forward to a Mailbox (page 447)

An extension user can easily forward calls to their mailbox.

Message Forward

Operation

Forwarding a Message [Super Display Soft Key] - [Keyset Soft Key]					
Log onto Subscriber Mailbox.					
L (5)	Access the Message Listen mode and listen to the message that you want to forward. **[Listen] - [Lstn]**				
	MF (63)	Access the Message Forward Menu. **[Forward] - [N/A]**			
		Enter the number of the mailbox to which you want to forward the message.			
			#	Continue. **[Continue] - [Cont]**	
				Do one of the following.	
				a.	Record a comment that will precede the forwarded message + Dial #.
				b.	Dial **#** to forward without a comment.
				While recording a comment for your forwarded message.	
				*****	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
				E (3)	Cancel the forwarding and exit your mailbox. **[Cancel] - [Cancel]**
				#	End the recording. **[Done] - [Done]**
			*****	Back up and re-enter the mailbox number. **[Mailbox] - [Mbox]**	
		#	Go back to the Message Listen mode. **[Exit] - [Exit]**		
	#	Exit the Message Listen mode and go to the Mailbox Main Menu. **[Exit] - [Exit]**			
0	Plays Help message.				

Description

Through system programming, set the maximum length of a message that can be left in a user's voice mailbox.

You can set the maximum length of a message that can be left in a Subscriber Mailbox. When a caller tries to leave a message that exceeds the limit, they hear, "*You have reached the recording limit*." IntraMail sends the portion of the message that fits within the allowed Message Length and hangs up. The Message Length option helps you maximize the storage space reserved for messages. If you find that callers are leaving unusually long messages, shorten the Message Length. IntraMail will cut off the message once the caller reaches the Message Length limit. On the other hand, if you hear that IntraMail is cutting off caller's messages prematurely, increase the Message Length to give callers more time.

Conditions
• None

Default Setting
• 120 seconds

Programming

1.   **Set the maximum length of recorded messages.**

1. In *4201-02: Incoming Message Length* (page 872), set the maximum length (**1**-**4095** seconds) of recorded messages.

Other Related Features

N/A

Operation

N/A

Message Listen Mode

Description

> **When a user calls their mailbox, they can dial a code to listen to all their messages, their new messages, or their saved messages.**

After logging onto their mailbox, the subscriber can select the category of messages to which they want to listen. Then can listen to just new messages, just saved messages, or all messages. Message Listen Mode lets the subscriber customize their mailbox to initially play just the list of messages to which they want to listen. For example, if a subscriber has many saved messages and just a few new messages, then can log onto their mailbox and dial **1N** to select the new message list. When they press **L**, they will then cycle through just their new message.

Initially, a Subscriber Mailbox uses the All Message List. If they select a different message list, IntraMail reinstates the all Message List the next time they log onto their mailbox.

> *Conditions*
> • None
> *Default Setting*
> • Enabled

Programming

No additional programming required.

Other Related Features

Features
None

IntraMail Features
Main Menu (page 523)
> The Message Listen mode options are mailbox Main Menu selections.

Operation

Message Listen Mode [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox.			
	[Message List] - [N/A]		
		1N (16)	Listen to new messages. **[Message List + New Messages] - [N/A]**
		1S (17)	Listen to saved messages. **[Message List + Saved Messages] - [N/A]**
		1A (12)	Listen to all messages. **[Message List + All Messages] - [N/A]**
	0		Plays Help message.

Description

Dials a telephone number to let the recipient know there are new messages in their mailbox.

Once activated by the Subscriber Mailbox user, Message Notification dials a telephone number to let the user know when there are new messages in their mailbox. When Message Notification is on, a subscriber who is out of the office does not have keep calling their mailbox remotely to find out if they have new messages. IntraMail will let them know automatically. Notification can call extensions, local numbers, long distance numbers and digital pagers. When a Subscriber Mailbox user sets up Message Notification, they choose from the following options:

- If Message Notification is enabled or disabled.
  (Message Notification can only occur if it is enabled.)
- The time of day Message Notification should begin and end.
  (Callouts will only occur between the begin and end times.)
- The type of device to which Message Notification will be calling.
  (Message Notification can call a normal telephone number or a digital pager.)
- The telephone or pager service phone number.

To protect your mailbox from unauthorized access, be sure to record a security code for your mailbox before enabling Message Notification.

How Message Notification Works to Normal Telephone Numbers

1. The subscriber activates Message Notification for their mailbox (see *Operation* below).

2. When the subscriber receives a new message, IntraMail dials the destination that should receive the Message Notification.
   - IntraMail waits up to 30 seconds for ringback, reorder, busy or voice activity from the called number. If nothing is detected, the callout is considered unanswered.

3. If the recipient answers, IntraMail plays the notification message ("*Hello, I have a message for*") and asks the recipient to dial 1 to log onto their mailbox. The recipient hears the notification message if:
   - They say "Hello" after answering the callout, or
   - The system receives answer supervision from the telco after the recipient answers the call.
     (Note that the recipient can skip the announcement by dialing 1 to log onto their mailbox after answering the callout – without saying "Hello".), or
   - The notification is to a system extension.

4. Once the recipient logs onto the mailbox, the notification is considered acknowledged and will not reoccur until the subscriber receives new messages.

5. If the recipient doesn't answer, the system will retry the callout number. After completing the programmed number of callout attempts, Message Notification will stop.

6. Once the notification process begins, a new message does not restart the process if it is already in progress. Once the process ends (e.g., if the message is acknowledged or the maximum number of callout attempts is reached), the next new message will restart the process.

How Message Notification Works to Digital Pager Numbers

1. The subscriber activates Message Notification for their mailbox (see *Operation* below).

2. When the subscriber receives a new message, IntraMail immediately dials the pager service.
   - IntraMail waits up to 30 seconds for ringback, reorder, busy or voice activity from the called number. If nothing is detected, the callout is considered unanswered.

3. After the pager service answers, IntraMail sends a dial string which causes the pager display to show the subscriber's mailbox number as well as the number of new messages in the mailbox.
   - The notification is considered acknowledged if the recipient logs onto the mailbox. Notification will not reoccur until the subscriber receives new messages.

Message Notification

- If the pager service doesn't answer, IntraMail will retry the callout number. Message Notification may eventually cancel if the callout remains unacknowledged.

Conditions
- None

Default Setting
- Disabled

Programming

Programming that Applies to All Types of Message Notification

| 1. | Assign the Line Group the system uses for Message Notification callouts. |

1. In *4112-01: Outgoing Dial 9 Group* (page 868), select the Line Group (**90**-**98**) Message Notification will use for callouts.
- *You must make this assignment and have lines in the designated group for Message Notification callouts to work.*

| 2. | Be sure the following Voice Mail port options do not restrict Message Notification callouts. |

1. *4111-02: Voice Mail Port Class of Service* (page 865).

2. *4111-03: Voice Mail Port Toll Restriction Level (Day)* (page 866).

3. *4111-04: Voice Mail Port Toll Restriction Level (Night)* (page 866).

4. *4113-Line Access (Voice Mail Port Outgoing Line Access)* (page 869).

5. *4114-Group Access (Outgoing Line Group Access)* (page 870).

| 3. | Set the maximum number on incomplete callout attempts. |

1. In *4202-06: Number of Callout Attempts* (page 876), set how many times (**1**-**99** attempts) IntraMail will retry an incomplete Message Notification callout.
- This total includes unacknowledged callouts, callouts to a busy destination, and callouts to an unanswered destination.
- This option applies to pager and non-pager callouts.

| 4. | Be sure Message Waiting lamping for Subscriber Mailboxes is on. |

1. In *2143-04: Message Waiting Lamp* (page 771), enter **Yes**.
- *If Message Waiting lamping is disabled (No), Message Notification will not function.*

Unique Programming for Non-pager Message Notification

| 1. | **Set the intervals IntraMail will wait between incomplete non-pager notification callouts.** |

1. In *4202-01: Wait Between Non-Pager Callout Attempts* (page 873), *s*et the minimum time (**1**-**255** minutes) between non-pager Message Notification callouts. This occurs when:
   - The destination answers and says "Hello,"
   - Dials 1 to acknowledge,
   - Enters the wrong security code,
   - Hangs up.
     OR
     Enters the wrong security code twice more (causing voice mail to hang up).
2. In *4202-03: Wait Between Busy Non-Pager Callout Attempts* (page 874), *s*et how long IntraMail will wait (**1**-**255** minutes), after it dials a busy non-pager callout destination, before retrying the callout number.
3. In *4202-04: Wait Between RNA Non-Pager Callout Attempts* (page 875), *s*et how long IntraMail will wait (**1**-**255** minutes), after it dials an unanswered non-pager callout destination, before retrying the callout. There are three types of unanswered non-pager callouts:
   - If the callout rings the destination longer than the *4202-05: Wait for Answer Non-Pager Callout Attempts* (page 875).
   - If the destination answers, says "Hello" (or the system detects answer supervision) and then hangs up without dialing 1 to log onto their mailbox. This typically happens if someone unfamiliar with notification answers the callout, or if the callout is picked up by an answering machine.
   - If the destination answers and then hangs up without saying "Hello." This typically happens if someone unfamiliar with the notification answers the callout (like the above example), or if the call is picked up by an answering machine which insufficient outgoing message volume.

| 2. | **Set how IntraMail determines when a non-pager callout rings without being answered.** |

1. Set the *4202-05: Wait for Answer Non-Pager Callout Attempts* (page 875) interval (**1**-**99** rings).
   - If a non-pager callout rings the destination longer than this option, IntraMail marks the call as unanswered (Ring No Answer) and hangs up. This setting is approximate ($\pm$ a few ring cycles) depending on how long the telco takes to connect the call.

IntraMail Features

Message Notification

Unique Programming for Digital Pager Message Notification

1.	**Set up the system-wide options that apply to the digital pager callback number.**

1. In *4202-08: Digital Pager Callback Number* (page 877), set the *Digital Pager Callback Number* portion of the Message Notification callout number for a digital pager.
   - This is the portion of the callout number that is appended to the pager service telephone number.
   - By default, this option is **X*M#**, where:
     X is the number of the extension that generated the notification.
     * is a visual delimiter (to make the pager display easier to read).
     M is the number of new messages in the extension's mailbox.
     # is the digit normally used by the pager service for positive disconnect.
2. In *4202-09: Delay in Dialing Digital Pager Callback Number* (page 877), set the delay (**0**-**99** seconds) that occurs just before IntraMail dials the *4202-08: Digital Pager Callback Number* portion of the Message Notification callout number for a digital pager.
   - Set this delay so the pager service has enough time to connect to the digital pager before sending the callback number. Your pager service may be able to help you determine the best value for this option.
   - When placing a digital pager notification, the system:
     - Seizes the line specified in *4112-01: Outgoing Dial 9 Group*.
     - Dials the user-entered notification number (in **V-MAIL** + **OP** + **N**).
     - Waits the *4202-09: Delay in Dialing Digital Pager Callback Number* interval.
     - Dials the number entered in *4202-08: Digital Pager Callback Number*.
   - The system assumes that the notification number will complete dialing approximately 4 seconds after line seizure. This means that, by default, the Digital Pager Callback Number will be dialed into the pager service about 13 seconds after line seizure.

2.	**Set up the system-wide options that apply to digital pager callouts.**

1. In *4202-02: Wait Between Digital Pager Callout Attempts* (page 873), set the minimum time (**1**-**255** minutes) between unacknowledged or unanswered digital pager Message Notification callouts.
   - A subscriber acknowledges a digital pager notification by logging onto their mailbox.
   - After this interval expires, IntraMail will try the callout again (for up to the number of times set in *4202-06: Number of Callout Attempts* (page 876).
   - If the system dials the callout number and the pager service is busy, it will retry the number in one minute.
2. In *4202-07: Send Pager Callout Until Acknowledged* (page 877), enter **Yes** to have IntraMail continue to retry a digital pager Message Notification callout until the notification is acknowledged.
   - If this option is disabled (**No**), IntraMail will retry a digital pager Message Notification the number of times specified in *4202-06: Number of Callout Attempts* (page 876).
   - This option does not apply to Message Notification callouts to telephone numbers.
   - A digital pager notification is considered acknowledged when the recipient logs onto the mailbox.

Other Related Features

Features
None

IntraMail Features
Security Code (page 570)

To protect their mailbox from unauthorized access, the subscriber should be sure to record a Security Code for your mailbox before enabling Message Notification.

Operation

Setting Up Message Notification (Page 1 of 2) [Super Display Soft Key] - [Keyset Soft Key]						
Log onto Subscriber Mailbox.						
OP (67)	Access the Mailbox Options menu. [Mbox Options] - [N/A]					
	N (6)	Access the Message Notification Options Menu. [Notification] - [Notif]				
		IntraMail plays a summary of your Message Notification settings. • The your telephone display shows your current notification settings (see sample below). For telephone numbers **Notify ON 8AM- 5PM** **NUMBER: 12039265400** OR For pager numbers **Notify ON 8AM- 5PM** **PAGER: 12039265400**				
		O (6)	Turn Message Notification on or off. [On] - [On] [Off] - [Off]			
		C (2)	Change your Message Notification setup. [Change] - [Chnge]			
			When you see: **Notification Begin:**			
				Enter the hour you want Message Notification to begin. • Enter 2 digits for the hour		
					A (2)	Select AM [AM] - [AM]
					P (7)	Select PM [PM] - [PM]
				*	Skip this option without changing your entry. [Next] - [Next]	
				#	Back up to the previous level without changing your entry. [Exit] - [Exit]	
			When you see: **Notification End:**			
				Enter the hour you want Message Notification to end. • Enter 2 digits for the hour. • For 24-hour notification, make the End Time the same as the Start Time.		
					A (2)	Select AM [AM] - [AM]
					P (7)	Select PM [PM] - [PM]
				*	Skip this option without changing your entry. [Next] - [Next]	
				#	Back up to the previous level without changing your entry. [Exit] - [Exit]	
			When you see: **Notify Via:**			
					N (6)	The notification destination is a telephone number. [Number] - [Num]

Message Notification

					Setting Up Message Notification (Page 2 of 2) [Super Display Soft Key] - [Keyset Soft Key]	
					D (3)	The notification destination is a digital pager. **[Pager] - [Pager]**
					*	Skip this option without changing your entry. **[Next] - [Next]**
					#	Back up to the previous level without changing your entry. **[Exit] - [Exit]**
				When you see: **Number**		
						Enter the Message Notification callout number (16 digits max). • Enter the number exactly as you want the system to dial it (including a leading 1 for toll calls, if required). • If the number you enter is 3 digits or less, it will be an Intercom call. If it is more than 3 digits, it will be an outside call.
					#	Accept the number entered and back up to the previous level. **[OK] - [OK]**
					[Clear]	Erase the number you just entered.
					*	Skip this option without changing your entry. **[Next] - [Next]**
					#	Back up to the previous level without changing your entry. **[Exit] - [Exit]**
			#	Go back to the Mailbox Options menu. **[Exit] - [Exit]**		
		#	Go back to the Main Menu. **[Exit] - [Exit]**			
0	Plays Help message.					

Answering a Message Notification Callout to a Telephone	
To answer a Message Notification to a telephone:	
1.	Answer the callout at the programmed destination. • If IntraMail doesn't hear your voice (or you don't speak), just go to the next step and dial **1** to proceed.
2.	Do one of the following.
	a. Dial **1** to accept the Message Notification.
	b. Hang up to have the Message Notification call back later.
3.	When you dial **1**, you automatically log onto the subscriber mailbox that left you the Message Notification. • If you don't log onto your mailbox, IntraMail will re-send your notification.

Answering a Digital Pager Message Notification Callout	
To answer a Digital Pager notification:	
1.	Operation is automatic. • If you don't call and log onto your mailbox, IntraMail will re-send your pager notification.

Description

A prerecorded message can play to callers while they wait on Hold

Message On Hold allows the System Administrator to record a message that will play to callers while they wait on Hold. For example, you can record a message summarizing available services or hours of operation. This message will play to callers as soon as you put them on Hold, and continually repeat as long as they remain on Hold. Message On Hold recording is only available from the System Administrator's Mailbox. IntraMail provides a single Message On Hold. Any number of callers can simultaneously listen to the Message On Hold recording.

Conditions
• None

Default Setting
• Disabled

Programming

| 1. | Enable Message On Hold for the line. |

3. In *3103-05: Music On Hold Source* (page 816), enter **5**.

| 2. | Optionally set the Message On Hold message length. |

1. In *4201-01: Outgoing Message Length* (page 871), set the maximum length (**1**-**4095** seconds) of the Message On Hold.

Other Related Features

Features
None

IntraMail Features

Music on Hold (page 246)
Message On Hold is an alternative to the telephone system's Music On Hold.

System Administrator (page 576)
Only the System Administrator can record the Message On Hold.

Message On Hold

Operation

				Recording the Message On Hold [Super Display Soft Key] - [Keyset Soft Key]
Log onto System Administrator's mailbox.				
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**			
	1	Select Message On Hold. **[Message On Hold] - [N/A]**		
		L (5)	Listen to the current Message On Hold (if any). **[Listen] - [Lstn]**	
			#	Exit listen mode.
		R (7)	Record a new Message On Hold. **[Record] - [Rec]**	
			Record message.	
			*****	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
			E (3)	Erase recording. **[Cancel] - [Cncl]**
			#	Exit recording mode. **[Done] - [Done]**
		E (3)	Erase the Message On Hold. **[Erase] - [Erase]**	
		#	Go back to the System Administrator options. **[Exit] - [Exit]**	
		0	Plays Help message.	
	#	Go back to the Main Menu options. **[Exit] - [Exit]**		
0	Plays Help message.			

Description

An extension user can listen to their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order.

When a user dials **L** (5) after logging into their mailbox, IntraMail will play their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order. Since Message Playback Direction lets a subscriber listen to messages in the order they find most helpful, check with them to find out how they want this option set. If the subscriber prefers to hear their new messages first, enable LIFO (last-in-first-out) listening order. The newest (last-in) messages are at the top of the message list and the oldest messages are at the bottom of the list. If the subscriber wants to be reminded of their oldest messages first, enable FIFO (first-in-first-out) listening order. The oldest (first-in) messages are at the top of the message list and the newest messages are at the bottom.

Conditions
- None

Default Setting
- Messages are in FIFO (first-in-first-out) order.

Programming

1.	Set the Message Playback Direction for a Subscriber Mailbox.

1. In *2143-01: Message Playback Order* (page 769), set the playback direction. The options are:
- **1** for LIFO (last-in-first-out, or newest messages first).
- **2** for FIFO (first-in-first-out, or oldest messages first).

Other Related Features

Features

None

IntraMail Features

Listening to Messages (page 512)

While listening to messages, Message Playback Direction lets the user change the playback order of the messages in the mailbox.

Operation

N/A

Message Record

Description

See *Record and Send a Message* (page 562) for more.

Description

An extension user can reply to a message in their mailbox by dialing a simple code, without knowing the caller's extension number.

A Subscriber Mailbox user can reply to a message from a co-worker by dialing **RE**, without knowing the caller's extension or mailbox number. Message Reply saves the subscriber valuable time since they don't need to know the sender's extension number or send a separate message to respond. The subscriber can just listen to the co-worker's message, dial a code, and record their answer. The message sender receives the reply as a new message.

Conditions
- None

Default Setting
- Enabled

Programming

No additional programming required.

Other Related Features

Features

None

IntraMail Features

Make Call (page 525)

Message Reply does not apply to outside calls. If the telephone system provides Caller ID information to IntraMail, a subscriber may be able to use Make Call (MC) to call the person back.

Operation

Message Reply [Super Display Soft Key] - [Keyset Soft Key]					
Log onto Subscriber Mailbox.					
L (5)	Listen to your messages. **[Listen] - [Lstn]**				
	While listening to a message.				
		RE (73)	Reply to the message. **[Reply] - [N/A]** • If the mailbox does not exist, you will be prompted to enter the mailbox number to receive the reply. This can occur if you dial **RE** while listening to a message from an outside caller.		
			#	Start recording. **[Continue] - [Cont]**	
				Options available while recording.	
				*	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
				E (3)	Erase recording. **[Cancel] - [Cncl]**
				#	End the recording. **[Done] - [Done]**
			*	Back up and re-enter the mailbox number. **[Mailbox] - [Mbox]**	
			[Exit] - [Exit]	Exit without recording and go back to the Message Listen menu.	
		#	Exit and go back to the mailbox Main Menu. **[Exit] - [Exit]**		
0	Plays Help message				

Description

Automatically deletes a mailbox's messages after a preset time.

IntraMail will save a Subscriber Mailbox's new or saved messages for the Message Retention interval and then delete them. You'll find Message Retention to be an invaluable tool for managing IntraMail's voice message storage space. If subscribers are letting old, unwanted messages build up in their mailboxes, shorten the Message Retention time. Be sure to let the subscribers know how long IntraMail will retain their messages. By default, IntraMail retains all messages indefinitely.

IntraMail performs its Message Retention deletions at midnight of the day the message was marked for deletion. For example, if the mailbox has 1 day Message Retention, any messages left on Wednesday are deleted at midnight on Thursday.

Message Retention Guard Time

IntraMail has a Message Retention Guard Time that automatically starts when you change the date and time in the telephone system. Message deletion can occur only after the Message Retention Guard Time expires. This prevents Message Retention from inadvertently deleting messages when you change the telephone system time and date. The guard time is fixed at 4 days.

Conditions
- None

Default Setting
- Message Retention is indefinite.

Programming

1. **Set the Message Retention Interval for a Subscriber Mailbox.**

1. In *2142-02: Message Retention* (page 767), set the Message Retention time. The choices are:
   - **1**-**90** days.
   - **Indefinite** (entered by dialing 0).

Other Related Features

Features
None

IntraMail Features
Erasing All Messages (page 476)
The System Administrator can delete all messages in a Subscriber Mailbox.

Message Delete (page 530)
A Subscriber Mailbox user can delete any messages left in their mailbox.

Operation

N/A

Message Storage Limit

Description

Sets how many messages a mailbox can store.

Message Storage Limit sets how many messages can be left in a Subscriber Mailbox. Message Storage Limit is another invaluable tool for managing IntraMail's voice message storage space. To conserve storage space and make it available for new messages, decrease the Message Storage Limit. If storage space is not an issue, increase the Message Storage Limit so subscribers can store additional messages. Be sure to let the subscribers know how many messages their mailboxes can hold.

Conditions
- None

Default Setting
- 99 for extension 300.
- 20 for all other extensions.

Programming

1. | **Set the maximum number of messages that can be left in a Subscriber Mailbox.**

1. In *2142-01: Number of Messages* (page 767), enter the maximum number of messages the mailbox can store (**1**-**99**).
- If a caller tries to leave a message once the maximum number is reached, they hear, "*That mailbox is full.*" IntraMail then hangs up.

Other Related Features

Features
None

IntraMail Features
Erasing All Messages (page 476)
The System Administrator can delete all messages in a Subscriber Mailbox.

Message Delete (page 530)
A Subscriber Mailbox user can delete any messages left in their mailbox.

Operation

N/A

Description

The Ring/Message Lamp flashes when the user has new messages waiting in their mailbox.

An extension's Ring/Message Lamp flashes on the telephone to indicate that the user has new messages waiting in their mailbox. Once IntraMail is properly installed and programmed, telephone Ring/Message Lamp operation is automatic. The Ring/Message Lamp will flash fast (red) when there are new messages in the extension user's mailbox, providing a visual reminder of new messages. The subscriber does not have to call their mailbox and listen to the voice prompts to find out when they have new messages.

Conditions
- None

Default Setting
- Enabled

Programming

1. | **Turn Message Waiting lamping for Subscriber Mailboxes on or off.**

1. To turn lamping on, in *2143-04: Message Waiting Lamp* (page 771) enter **Yes**.

2. To turn lamping off, in *2143-04: Message Waiting Lamp* (page 771) enter **No**.
   - If Message Waiting lamping is disabled (N), Message Notification will not function.
   - In addition, the **V-MAIL [VM]** soft key will not show the number of new messages.

Other Related Features

Features
None

IntraMail Features
Call Screening (page 453)
The **V-MAIL** LED is used for Call Screening only.

Operation

N/A

IntraMail
Features

Multiple Company Greetings

Description

By assigning a unique Answer Table to each line, a single IntraMail system can provide individual greetings and dialing options for several companies.

The Automated Attendant can answer each individual line with a unique greeting and unique set of dialing options. Since there are a total of 8 Answer Tables, this allows up to 8 companies or departments to share a single IntraMail. Callers to each company hear that company's greeting (Instruction Menu) and can dial options that may be only available to that specific company. You set this up as follows:

❧ Assign a unique Answer Table (1-8) to each line that you want to have an individual greeting.

❧ For each Answer Table, assign the Call Routing Mailbox that will handle the call.

❧ For each of the assigned Call Routing Mailboxes, set up the dialing options (Dial Action Table) and record an Instruction Menu.

If multiple companies or departments share an IntraMail, messaging and calling between the workers of each company or department are not restricted.

Conditions
- None

Default Setting
- All outside lines are assigned to Answer Table 1.

Programming

1.	**Assign an Answer Table to each line.**

1. In *3131-02: IntraMail Answer Table Assignment* (page 828), assign an Answer Table (**1**-**8**) to each line that the Automated Attendant should answer.

2. See the following features for more:
- *Answer Tables* (page 420).
- *Automated Attendant* (page 433).
- *Call Routing Mailbox* (page 450).
- *Dial Action Table* (page 465).

Other Related Features

Features

None

IntraMail Features

Answer Tables (page 420)

Determines how the Automated Attendant answers outside calls on each line.

Automated Attendant (page 433)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Call Routing Mailbox (page 450)

The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table (page 465)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Operation

N/A

Next Call Routing Mailbox

Description

Provides callers with additional dialing options after they leave a message in an extension's mailbox (depending on the setting of the Next Call Routing Mailbox Dial Mode).

The Next Call Routing Mailbox provides callers with additional dialing options while listening to a Subscriber Mailbox recorded or default greeting. It also provides additional dialing options to callers routed to an Announcement Mailbox. Next Call Routing Mailbox lets the caller choose how IntraMail should handle their call. For example, if an Automated Attendant caller dials a subscriber's extension and hears the greeting, Next Call Routing Mailbox (if programmed) allows them to dial other options instead of hanging up.

Subscriber Mailbox Options

The following chart shows the additional dialing options a caller may have while listening to a Subscriber Mailbox recorded or default greeting. The digits the caller can dial depends on the setting of the Next Call Routing Mailbox and Dialing Option options. For an explanation of the options a caller can dial *while recording*, see *Record and Send a Message* (page 562).

Dialing Options While Listening to a Subscriber Mailbox Greeting				
2144-04: Next Call Routing Mailbox	**2144-03: Dialing Option**	**Digit Dialed**	**Action**	
			Outside Call	**Intercom Call**
Undefined	No	0	Caller hears, "*That is an invalid entry,*" and the greeting repeats.	
		1-9		
		#	IntraMail hangs up.	
		*	Caller skips greeting and can immediately start recording.	
1-16 (valid Call Routing Mailbox)	No	0	Caller follows 0 action in Next Call Routing Mailbox.	Caller hears, "*That is an invalid entry,*" and the greeting repeats.
		1-9	Caller hears, "*That is an invalid entry,*" and the greeting repeats.	
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	IntraMail hangs up.
		*	Caller skips greeting and can immediately start recording.	
1-16 (valid Call Routing Mailbox)	Yes	0	Caller follows key's action in Next Call Routing Mailbox.	Caller hears, "*That is an invalid entry,*" and the greeting repeats.
		1-9		
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	IntraMail hangs up.
		*	Caller skips greeting and can immediately start recording.	

Logging Onto a Subscriber Mailbox while Listening to the Greeting

A subscriber who wishes to log onto their mailbox while listening to their greeting must have the option set in their Next Call Routing Mailbox. To allow this capability, for example:

- Program the Next Call Routing Mailbox # digit as LOGON to IXXX.

- While listening to their greeting, the subscriber can dial:
  # (to route to their Next Call Routing Mailbox), then
  # and their mailbox number to log onto their mailbox.

By default, this option is provided in Call Routing Mailbox 1. Additionally, the subscriber should enable a Security Code for their mailbox to prevent unauthorized logons.

Next Call Routing Mailbox

Announcement Mailbox Options

The following charts show how an Announcement Mailbox handles Automated Attendant calls.

- The first chart explains what happens when the outside call is directly answered by the Announcement Mailbox. This happens when the Answer Table uses an Announcement Mailbox for routing instead of a Call Routing Mailbox.
- The second chart explains what happens when the outside call is answered by a Call Routing Mailbox and then routed to the Announcement Mailbox. This can happen, for example, when a caller dials a digit to hear an announcement of company directions.
- See *Answer Tables* (page 420) for more on setting up Answer Tables.

Direct Announcement Mailbox Routing (If the outside caller routes directly to the Announcement Mailbox)			
4223-03: Next Call Routing Mailbox	**4223-01: Repeat Count**	**4223-02: Hang Up After**	**Action**
Undefined	0 (No repeats)	Yes or No	• If the caller doesn't dial, after the announcement IntraMail hangs up. • If the caller dials a digit during the announcement, IntraMail says "*That is an invalid entry*" and hangs up.
1-16 (valid Call Routing Mailbox)	0 (No repeats)	No	• If the caller doesn't dial, after the announcement they route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		Yes	• If the caller doesn't dial, after the announcement IntraMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
Undefined	x (x number of repeats)	Yes or No	• If caller doesn't dial, they hear the announcement repeat x number of times and then IntraMail hangs up. • If the caller dials a digit during the announcement, IntraMail says "*That is an invalid entry*" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then IntraMail hangs up.
1-16 (valid Call Routing Mailbox)	x (x number of repeats)	No	• If caller doesn't dial, they hear the announcement repeat x number of times and then route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		Yes	• If caller doesn't dial, they hear the announcement repeat x number of times and then IntraMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.

Routed Announcement Mailbox Routing (Page 1 of 2)			
(If the outside caller routes to the Announcement Mailbox from a Call Routing Mailbox)			
4223-03: Next Call Routing Mailbox	**4223-01: Repeat Count**	**4223-02: Hang Up After**	**Action**
Undefined	0 (No repeats)	No	• If the caller doesn't dial, after the announcement the caller goes back to the initial Call Routing Mailbox. • If the caller dials a digit during the announcement, IntraMail says "*That is an invalid entry*" and routes the caller goes back to the initial Call Routing Mailbox.
		Yes	• If the caller doesn't dial, after the announcement IntraMail hangs up. • If the caller dials a digit during the announcement, IntraMail says "*That is an invalid entry"* and hangs up.
1-16 (valid Call Routing Mailbox)	0 (No repeats)	No	• If the caller doesn't dial, after the announcement they route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		Yes	• If the caller doesn't dial, after the announcement IntraMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
Undefined	x (x number of repeats)	No	• If caller doesn't dial, they hear the announcement repeat x number of times and then go back to the initial Call Routing Mailbox. • If the caller dials a digit during the announcement, IntraMail says "*That is an invalid entry*" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then IntraMail routes back to the initial Call Routing Mailbox.
		Yes	• If caller doesn't dial, they hear the announcement x number of times and then IntraMail hangs up. • If the caller dials a digit during the announcement, IntraMail says "*That is an invalid entry"* and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then IntraMail hangs up.

Routed Announcement Mailbox Routing (Page 2 of 2)			
(If the outside caller routes to the Announcement Mailbox from a Call Routing Mailbox)			
4223-03: Next Call Routing Mailbox	**4223-01: Repeat Count**	**4223-02: Hang Up After**	**Action**
1-16 (valid Call Routing Mailbox)	x (x number of repeats)	No	• If caller doesn't dial, they hear the announcement repeat x number of times and then route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		Yes	• If caller doesn't dial, they hear the announcement repeat x number of times and then IntraMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.

Conditions
• None

Default Setting
• *Subscriber Mailbox*
  Next Call Routing Mailbox = 1
  Dial Option = None
• *Announcement Mailbox*
  Next Call Routing Mailbox = None (0)

Programming

Programming Subscriber Mailboxes

1.	Optionally assign the Next Call Routing Mailbox to a Subscriber Mailbox.

1. In *2144-04: Next Call Routing Mailbox* (page 774), specify the Routing Mailbox (**1-16**) that should provide the caller leaving a message with additional dialing options.

2.	Optionally allow the caller to dial additional digits (not just 0) once in the Next Call Routing Mailbox.

1. In *2144-03: Dialing Option* (page 772), enter **Yes**.

Programming Announcement Mailboxes

1.	Optionally assign the Next Call Routing Mailbox for the Announcement Mailbox.

1. In *4223-03: Next Call Routing Mailbox* (page 894), specify the Routing Mailbox (**1-16**) to which the caller should route after hearing the Announcement Mailbox message.

2.	Enter the number of times the Announcement Mailbox message should repeat before routing to the Next Call Routing Mailbox.

1. In *4223-01: Repeat Count* (page 893), specify the number of Announcement Mailbox message repeats (**1-10**, or **0** for no repeats).
   ✔ By default, this option is **0** (no repeats).

3.	To be sure the Announcement Mailbox does not hang up after playing its message.

1. In *4223-02: Hang Up After* (page 893), enter **No**.

Other Related Features

Features
None

IntraMail Features
Call Forward to a Mailbox (page 447)
> The Next Call Routing Mailbox dial options also apply to a subscriber's Direct Inward Line while it is forwarded to their mailbox.

Record and Send a Message (page 562)
> Turn to this feature for an explanation of the options a caller can dial *while recording*.

Operation

N/A

Programming Voice Mail

Description

Customize IntraMail using the embedded telephone programming or the separately available System Administrator PC program.

You program (customize) IntraMail by using the DSX telephone programming or the Windows™-based DSX System Administrator PC Program running on a PC or laptop. You can also do limited programming from the System Administrator's mailbox. By using the many programmable options available with Intra-Mail, you should be able to set up the system to accurately meet the customer's requirements.

❧ To customize IntraMail using the telephone programming, use this manual.

❧ To customize IntraMail using the PC program, see the *DSX PC Program User Guide*.
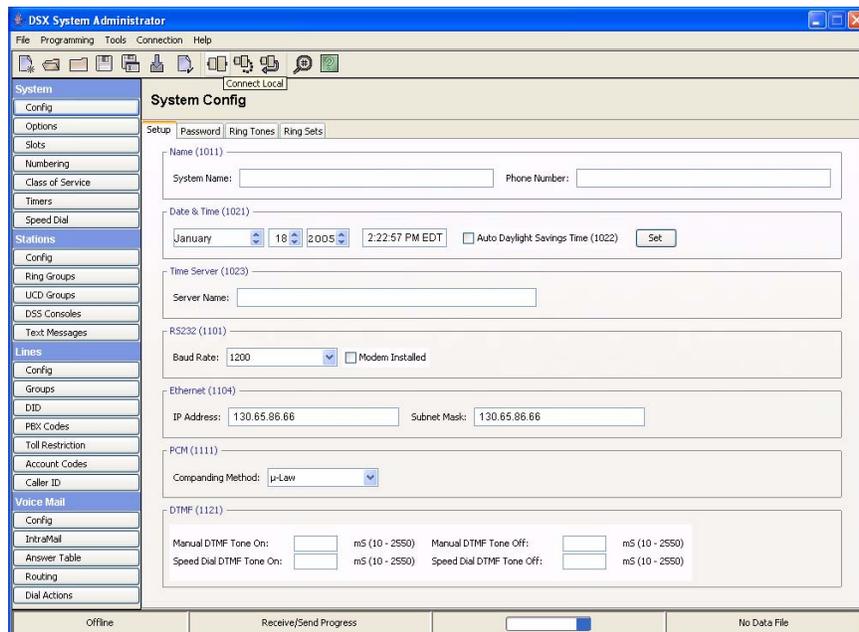
Conditions
• None

Default Setting
• N/A

Programming

See *Description* above.

Other Related Features

Features

None

IntraMail Features

Remote Programming (page 564)

IntraMail programming is available remotely via the System Administrator PC program.

System Administrator (page 576)

The System Administrator can do limited IntraMail programming, such as recording Automated Attendant announcements, recording mailbox names, and deleting messages from mailboxes.

Operation

See *Description* above.

Quick Message

Description

Automated Attendant callers can dial a digit followed by an extension number to leave a message directly in a user's mailbox.

Quick Message is a Dial Action Table action that allows Automated Attendant callers to dial a digit (normally *) followed by a mailbox number to leave a message in a Subscriber Mailbox. Since Quick Message is enabled by default, it is an efficient way for experienced Automated Attendant callers to leave messages. There is no need to dial an extension first. To make this option more readily available to all Automated Attendant callers, consider having the active Instruction Menu describe how to use the Quick Message option.

There are two Quick Message Dial Action Table actions:

❧ **Quick Message with Greeting** (REC1)
The caller hears the mailbox greeting followed by a beep and can leave message. If the greeting is not recorded, the caller hears, "*At the tone, you can leave your message for extension xxx (or name if recorded). Start recording at the tone. When you are done, press the # key or hang up.*"

❧ **Quick Message without Greeting** (REC2)
The caller bypasses the mailbox greeting (hearing "*Recording*" and a beep instead) and can leave a message. This is typically used with a Next Call Routing Mailbox when the caller is asked to dial a digit (e.g., 1) to leave a message. Otherwise, the mailbox greeting (if recorded) would be heard again.

Conditions
• None

Default Setting
• Dial Action key * *Action* is REC1 and *Routing* is IXXX

Programming

1.	**Optionally set up a Quick Message with Greeting (REC1) Action.**

1. In *4231-Digit Assignment* (page 901), enter **3** to assign an available key as a REC 1 (Quick Message with Greeting) option.
   - To have the caller leave a Quick Message at a specific extension, the corresponding *Routing* option should be the extension number.
   - To have the caller leave a Quick Message at any caller-dialed extension, the corresponding *Routing* option should be IXXX.
   - To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding *Routing* option should be XXX.
   (For example, to allow callers to leave a Quick Message extensions 300-399, for key 3 enter REC1 for the *Action* and XXX for the corresponding *Routing*.)

2.	**Optionally set up a Quick Message without Greeting (REC2) Action.**

1. In *4231-Digit Assignment* (page 901), enter **4** to assign an available key as a REC 2 (Quick Message without Greeting) option.
   - To have the caller leave a Quick Message at a specific extension, the corresponding *Routing* option should be the extension number.
   - To have the caller leave a Quick Message at any caller-dialed extension, the corresponding *Routing* option should be IXXX.
   - To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding *Routing* option should be XXX.
   (For example, to allow callers to leave a Quick Message extensions 300-399, for key 3 enter REC2 for the *Action* and XXX for the corresponding *Routing*.)

3.	**Set the maximum message length for callers leaving a Quick Message in a mailbox.**

1. In *4201-02: Incoming Message Length* (page 872), set the maximum length (**1**-**1045** seconds) for Automated Attendant callers leaving a Quick Message in a Subscriber Mailbox.

Other Related Features

Features
None

IntraMail Features

Dial Action Table (page 465)

Once the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

Next Call Routing Mailbox (page 552)

The Quick Message without Greeting option (REC2) is typically used when the mailbox's Next Call Routing Mailbox option allows the caller to dial a digit to leave a message. Otherwise, the caller would hear the mailbox greeting twice (once when initially accessing the mailbox and again when routed by the Next Call Routing Mailbox).

Operation

Leaving a Quick Message **[Super Display Soft Key] - [Keyset Soft Key]**		
To leave a Quick Message after the Automated Attendant answers:		
1.	Dial *****.	
2.	Dial the Subscriber Mailbox number.	
3.	Do one of the following.	
	a.	Leave message and hang up.
	b.	Leave message and dial **#**. • Dialing **#** may provide you with additional dialing options. This depends on how the called mailbox's Next Call Routing Mailbox is set up.

Record and Send a Message

Description

A Subscriber Mailbox user can record and send a message to any other Subscriber Mailbox.

A Subscriber Mailbox user can record and send a message to any other Subscriber Mailbox. Record and Send a Message is the heart of IntraMail's voice messaging system. It allows co-workers to efficiently stay in touch and exchange essential information without relying on message slips, memos, or email.

Recording Options

While recording a message, a Subscriber Mailbox user has several recording options from which to choose. The following table shows these options.

Message Recording Options	
Option	**Description**
Options available while recording:	
*	Pause/resume recording.
E (3)	Erase the recording.
#	End recording.
Dial 0 while recording to hear the list of options.	

Conditions
- None

Default Setting
- Always enabled (a permanent feature).

Programming

1.   Set the maximum length of a message that can be left in a Subscriber Mailbox.

1. In *4201-02: Incoming Message Length* (page 872), enter the maximum length of a message a caller can leave in a Subscriber Mailbox (**1**-**4095** seconds).

Other Related Features

Features
None

IntraMail Features
Listening to Messages (page 512)
> While or after listening to a message, an extension user has many message handling options from which to choose.

Operation

Record and Send a Message [Super Display Soft Key] - [Keyset Soft Key]				
Log onto Subscriber Mailbox.				
RS (77)	Record and send a message. **[Record] - [Rec]**			
	Enter the number of the mailbox to receive the message.			
		#	Continue. **[Continue] - [Cont]**	
			Options available while recording.	
			*	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
			E (3)	Erase recording. **[Cancel] - [Cancel]**
			#	End the recording. **[Done] - [Done]**
		*	Back up and re-enter the mailbox number. **[Mailbox] - [Mbox]**	
		[Exit]	Exit without recording and go back to the mailbox Main Menu.	
	#	Exit without recording and go back to the mailbox Main Menu. **[Exit] - [Exit]**		

IntraMail Features

Remote Programming

Description

IntraMail programming is available remotely via the System Administrator PC program.

You can remotely program IntraMail by using the Windows™-based DSX System Administrator PC Program running on a PC or laptop. After the initial installation, Remote Programming allows you to customize IntraMail to meet the customer's requirements without being on-site. See the *DSX PC Program User Guide* for more.
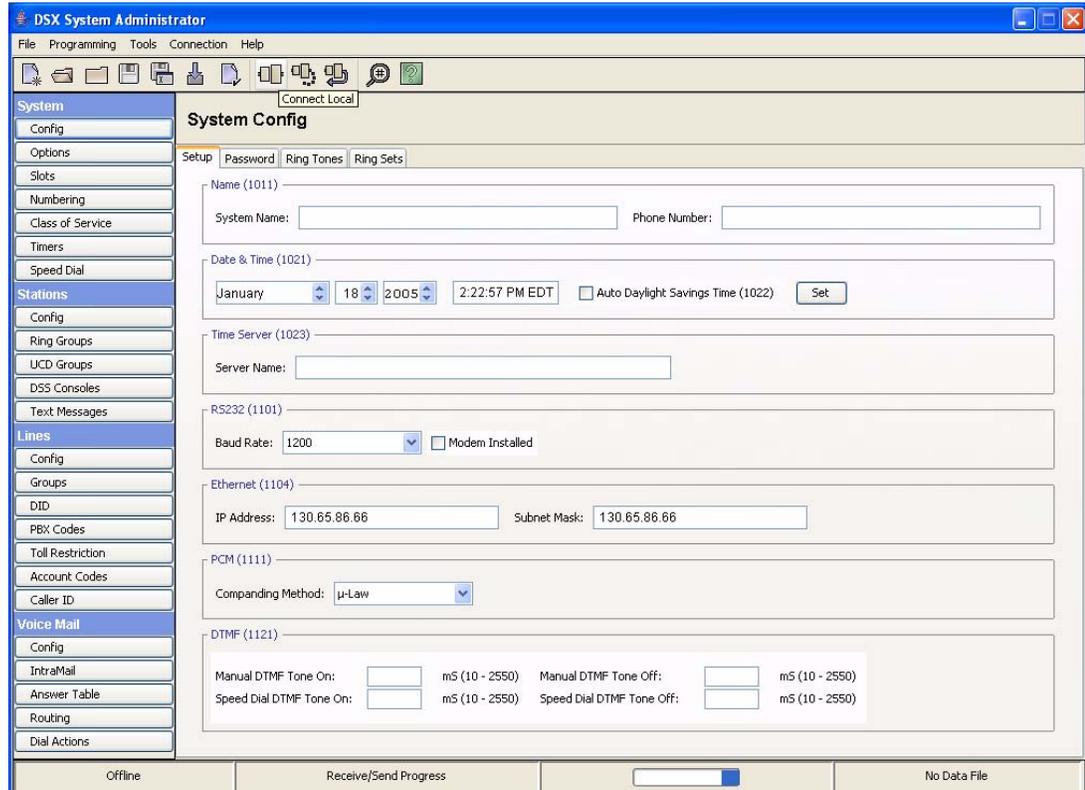
Conditions
* None

Default Setting
* N/A

Programming

See the *DSX PC Program User Guide*.

Other Related Features

Features

None

IntraMail Features

Programming Voice Mail (page 558)

Customize IntraMail using the embedded telephone programming or the separately available System Administrator PC program.

Operation

See the *DSX PC Program User Guide*.

Routing Mailbox

Description

A category of mailboxes used to route Automated Attendant calls

Routing Mailboxes are a category of mailboxes normally used to route Automated Attendant calls. A Routing Mailbox can be an Announcement Mailbox, a Call Routing Mailbox, or a Directory Dialing Mailbox. See the following for more on each of Routing Mailbox types:

- *Announcement Mailbox* (page 412)
- *Call Routing Mailbox* (page 450)
- *Directory Dialing Mailbox* (page 475)

    <u>Conditions</u>
    - None
    <u>Default Setting</u>
    - N/A

Programming

See the following:

- *Announcement Mailbox* (page 412)
- *Call Routing Mailbox* (page 450)
- *Directory Dialing Mailbox* (page 475)

Other Related Features

Features

None

IntraMail Features

Announcement Mailbox (page 412)

An Announcement Mailbox plays a pre-recorded announcement to Automated Attendant callers without providing dialing options.

Call Routing Mailbox (page 450)

The Call Routing Mailbox, associated with an Answer Table, specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Directory Dialing Mailbox (page 475)

A Directory Dialing Mailbox is the Routing Mailbox type required to implement Directory Dialing.

Operation

See the following:

- *Announcement Mailbox* (page 412)
- *Call Routing Mailbox* (page 450)
- *Directory Dialing Mailbox* (page 475)

Description

Similar to telephone system screened transfers in which the transferring party controls the transfer.

Screened Transfer is an Automated Attendant option that allows callers to directly dial system extensions. Screened Transfer (and its related feature Unscreened Transfer) allows the IntraMail Automated Attendant to transfer outside calls to system extensions without the need for a live receptionist or operator. It is similar to telephone system screened transfers in which the transferring party controls the transfer. After an Automated Attendant caller dials an extension, IntraMail calls (screens) the destination extension to see if the transfer can go through.

❥ If the destination is busy or in DND, the Automated Attendant doesn't extend the call and immediately provides the caller with additional options.

❥ If the destination is available, the Automated Attendant rings it. If the destination answers, the call goes through. If the destination doesn't answer within a preset interval, the Automated Attendant doesn't extend the call and provides the caller with additional options.

Screened vs. Unscreened Transfer

Both Screened and Unscreened Transfer allow Automated Attendant callers to directly dial system extensions. The following summarizes the differences between these two types of Automated Attendant transfer.

❥ With Unscreened Transfer, calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming). Screened Transfers ring like Intercom calls and do not display Caller ID until the call is answered.

❥ Both Screened and Unscreened Transfers route unanswered calls to the subscriber's greeting (recorded or default) so the caller can leave a message. However, only Screened Transfer allows the caller to dial 2 to reach the Next Call Routing Mailbox options (if programmed).

Screened Transfer and Inactive Mailboxes

Screened Transfer to an extension can only occur if the destination extension has an active mailbox. If the extension's mailbox is inactive, the Automated Attendant caller hears, "*That is an invalid entry,*" and then returns to the Automated Attendant.

The table on the next page shows in detail how Screened Transfer operates.

Screened Transfer

Screened Transfer (STRF) Operation			
• *Call* = Call answered by the Automated Attendant. • *Extension* = Extension dialed by Automated Attendant caller.			
If Auto Attendant Do Not Disturb is <u>**off**</u> (see page 427 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	1. Places a screened (Intercom) call to extension. -*If answered*, transfers call. 2. *If unanswered[1]*: -***With no Next Call Routing Mailbox***, caller hears greeting and can leave a message. -***With a Next Call Routing Mailbox***, caller can dial 1 to leave a message or 2[2] for other options.	1. When busy: -***With no Next Call Routing Mailbox***, caller hears greeting and can leave a message. -***With a Next Call Routing Mailbox***, caller can dial 1 to leave a message or 2[2] for other options.	1. When in DND: -***With no Next Call Routing Mailbox***, caller hears greeting and can leave a message. -***With a Next Call Routing Mailbox***, caller can dial 1 to leave a message or 2[2] for other options.
With Active Greeting Not Recorded	1. Places a screened (Intercom) call to extension. -*If answered*, transfers call. 2. *If unanswered[1]*: -***With no Next Call Routing Mailbox***, IntraMail prompts caller to leave a message. -***With a Next Call Routing Mailbox***, caller can dial 1 to leave a message or 2[2] for other options.	1. When busy: -***With no Next Call Routing Mailbox***, IntraMail prompts caller to leave a message. -***With a Next Call Routing Mailbox***, caller can dial 1 to leave a message or 2[2] for other options.	1. When in DND: -***With no Next Call Routing Mailbox***, caller hears greeting and can leave a message. -***With a Next Call Routing Mailbox***, caller can dial 1 to leave a message or 2[2] for other options.
If Auto Attendant Do Not Disturb is <u>**on**</u> (see page 427 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded or Not Recorded	1. Sends call immediately to mailbox: -Plays greeting (if recorded), or -Prompts caller to start recording.		
[1] After the *4222-03: Screened Transfer Timeout* (page 891) interval. [2] Dialing 2 routes the call to the Next Call Routing Mailbox for additional dialing options. See *Next Call Routing Mailbox* (page 552) for more.			

<u>*Conditions*</u>
• None

<u>*Default Setting*</u>
• No Screened Transfer actions assigned.

Programming

1.	Assign the STRF action to a key on the active Dial Action Table.

1. In *4231-Digit Assignment* (page 901), enter **1** to assign an available key for Screened Transfer (STRF).

2. Normally, the corresponding *Routing* option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.
   - For example, to allow callers to place Screened Transfers to extensions 300-399, for key 3 enter STRF for the *Action* and XXX for the corresponding *Routing*.

3. To have Screened Transfer call a specific extension, the corresponding *Routing* option should be that extension's number. The caller then dials that single digit to reach the extension.
   - For example, to have callers dial 8 to reach extension 303, for key 8 enter STRF for the *Action* and 303 for the corresponding *Routing*.

2.	Set how long a Screened Transfer will ring an unanswered extension before recalling to the Automated Attendant.

4. In *4222-03: Screened Transfer Timeout* (page 891), set how long a Screened Transfer (STRF) from the Automated Attendant will ring (**0**-**255** seconds) an unanswered extension before recalling.

Other Related Features

Features
None

IntraMail Features

Answer Tables (page 420)
> Determines how the Automated Attendant answers outside calls on each line.

Automated Attendant (page 433)
> The Answer Table determines how the Automated Attendant answers calls.

Call Routing Mailbox (page 450)
> - The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.
> - You cannot program a Call Routing Mailbox as a Screened Transfer (STRF) Dial Action Table destination.

Caller ID and Voice Mail (page 456)
> IntraMail provides Caller ID data for a Screened Transfer call after it is answered.

Dial Action Table (page 465)
> Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Forced Unscreened Transfer (page 489)
> The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.

Unscreened Transfer (page 587)
> After an Automated Attendant caller dials an extension, IntraMail immediately transfers the call to the destination and hangs up.

Operation

N/A

Security Code

Description

A mailbox can have a security code to guard against unauthorized access.

A mailbox can have a security code to protect it from unauthorized access. A Security Code must be 4 digits long, using 0-9. If a subscriber wants to keep their mailbox private, they can enter a Security Code. No one else can use the subscriber's mailbox unless they know the code.

Conditions
• None

Default Setting
• Always available, but no Security Codes entered.

Programming

N/A

Other Related Features

Features
None

IntraMail Features
System Administrator (page 576)
The System Administrator can delete a mailbox's security code.

Operation

Changing or Deleting a Security Code (From your Subscriber Mailbox) [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox.			
OP (67)	Access the Mailbox Options Menu. **[MBOX Options] - [N/A]**		
	S (7)	Access the Security Code options. **[Security Code] - [Sec]**	
		Enter new Security Code (4 digits, using 0-9).	
		C (2)	Accept Security Code entry and go back to the Mailbox Options Menu. **[OK] - [OK]**
		I (4)	Do not accept Security Code entry and go back to the Security Code options Menu. **[Clear] - [Clear]**
		*****	Optionally erase your Security Code and go back to the Mailbox Options Menu. **[Erase] - [Erase]**
		#	Exit to the Mailbox Options Menu without making any changes to your Security Code. **[Exit] - [Exit]**
0	Plays Help message.		

Deleting a Security Code (From your System Administrator's Mailbox)				
[Super Display Soft Key] - [Keyset Soft Key]				
Log onto System Administrator's mailbox.				
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**			
	S (7)	Select Subscriber Mailbox Maintenance options. **[Subscriber] - [Subs]**		
		Enter the number of the Subscriber Mailbox you want to maintain.		
			S (7)	Erase mailbox's Security Code. **[Erase Security Code] - [N/A]**
			#	Go back to System Administrator options. **[Exit] - [Exit]**
0	Plays Help message.			

IntraMail Features

Single Digit Dialing

Description

Allows an Automated Attendant caller to press a single key for an extension, another destination, or use an IntraMail feature.

An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an IntraMail feature. Single Digit Dialing simplifies the Automated Attendant since the caller just dials a single digit to reach an extension or use an option. If you set up Single Digit Dialing, be sure to customize the active Instruction Menu so it describes which digits the caller should dial to use the available options.

All of the features in the following Dial Action Table Key Action Summary table are accessible from a single Dial Action Table digit.

	Dial Action Table Key Action Summary		
Action	**Description**	**Feature Reference**	**For more, see:**
STRF	Screened Transfer (1) Allows an Automated Attendant caller to place a Screened Transfer to an extension. IntraMail calls (screens) the destination to see if the call can go through.	*Screened Transfer* (page 567)	Page 905
UTRF	Unscreened Transfer (2) Allows an Automated Attendant caller to place an Unscreened Transfer to an extension. Intra-Mail transfers the call the destination and then hangs up.	*Unscreened Transfer* (page 587)	Page 906
REC1	Quick Message with Greeting (3) Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller *will* hear the extension's personal greeting.	*Quick Message* (page 560)	Page 907
REC2	Quick Message without Greeting (4) Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller *will not* hear the extension's personal greeting	*Quick Message* (page 560)	Page 908
LOGON	Log Onto Voice Mail (5) Allows an Automated Attendant caller to log onto a mailbox, either directly or one of their choosing.	*Log Onto Voice Mail* (page 515)	Page 909
Hang Up	Hang Up (6) IntraMail says "*Goodbye*" and hangs up.	*Hang Up* (page 506)	Page 910
GOTO	Go to a Mailbox, (7) Allows an Automated Attendant caller to route to another mailbox.	*Go to a Mailbox* (page 491)	Page 911
UND	Undefined Routing (0) This action provides no routing.	N/A	Page 912

Conditions
- None

Default Setting
- Disabled

Programming

Refer to the *Dial Action Table Key Action Summary* (page 466) for more.

Other Related Features

Features
None

IntraMail Features
Instruction Menu (page 507)

The active Instruction Menu should describe the Single Digit Dialing options.

Also refer to the *Dial Action Table Key Action Summary* (page 466).

Operation

Refer to the *Dial Action Table Key Action Summary* (page 466) for more.

Subscriber Mailbox

Description

The mailbox type normally used for telephone system extensions.

A Subscriber Mailbox is the type of mailbox assigned to a telephone system extension. The telephone assigned to the Subscriber Mailbox is called the subscriber's extension. When an extension user accesses their voice mail, they are using their Subscriber Mailbox. It provides the IntraMail voice messaging services. For a brief overview of the features available at a Subscriber Mailbox, review the *Other Related Features* below. Then, go to the individual feature to find out how it operates and any programming required to make it work.

IntraMail automatically assigns a mailbox to each extension in the number plan. In DSX-80/160, the first 16 (300-315) Subscriber Mailboxes are active. In DSX-40, the first eight (300-307) Subscriber Mailboxes are active.

Conditions
- None

Default Setting

DSX-80/160
- 128 total Subscriber Mailboxes (300-427).
- The first 16 (300-315) are active.

DSX-40
- 34 total Subscriber Mailboxes (300-333).
- The first 8 (300-307) are active.

Programming

1.	Set up a Subscriber Mailbox.

1. In *2141-01: Station Mailbox Type* (page 766), for each extension that should have a mailbox enter **1**.
  - To set up a Group Mailbox, enter 2 and turn to *Group Mailbox* (page 497).

2.	Check to be sure message waiting lamping is enabled for the Subscriber Mailbox.

1. In *2143-04: Message Waiting Lamp* (page 771), enter **Yes**.

3.	Set the maximum length of recorded messages left in the Subscriber Mailbox.

1. In *4201-02: Incoming Message Length* (page 872), set the maximum length (**1**-**4095** seconds) of recorded messages left in the Subscriber Mailbox.

Other Related Features

Features
None

IntraMail Features

Auto Attendant Do Not Disturb (page 427)
  Auto Attendant Do Not Disturb sends Automated Attendant calls directly to a subscriber's mailbox. Their phone will not ring for calls from the Automated Attendant.

Auto Erase or Save (page 429)
  After a subscriber listens to a message in their Subscriber Mailbox, IntraMail can automatically erase or save the message.

Automated Attendant (page 433)
  The Automated Attendant can route callers to a Subscriber Mailbox.

Conversation Record (page 462)
> Enable or disable the Conversation Record beep for the Subscriber Mailbox.

Greeting (page 493)
> A Subscriber Mailbox user can record a personalized greeting for their mailbox. Callers to the user's mailbox hear the prerecorded personalized greeting.

Listening to Messages (page 512)
> Review this feature to learn which features are available to a subscriber while listening to messages.

Main Menu (page 523)
> The Main Menu provides access to the features available to a Subscriber Mailbox.

Make Call (page 525)
> To simplify returning outside calls, IntraMail can ask the caller leaving a message to enter their phone number prior to leaving the message. The subscriber can then dial **MC** to call the person back.

Message Listen Mode (page 534)
> Set the type of messages a subscriber will listen to when they dial **L** (5) after logging into their Subscriber Mailbox.

Message Notification (page 535)
> Once activated, Message Notification dials up to 3 telephone numbers to let the user know they have new messages in their Subscriber Mailbox.

Message Playback Direction (page 543)
> Set the subscriber Mailbox message playback order.

Message Record (page 544)
> Review this feature to learn which features are available to a subscriber while recording and sending a message.

Message Retention (page 547)
> Set how long a Subscriber Mailbox will retain saved messages.

Message Storage Limit (page 548)
> Set the maximum number of messages that can be left in the mailbox.

Next Call Routing Mailbox (page 552)
> The Next Call Routing Mailbox provides additional dialing options after a caller leaves a message in a Subscriber Mailbox.

Security Code (page 570)
> If enabled, a subscriber must enter a security code before logging onto their Subscriber Mailbox.

System Administrator (page 576)
> A Subscriber Mailbox designated as a System Administrator provides the subscriber with unique system administration capabilities through the **SA** menu.

Unscreened Transfer (page 587)
> The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.

Operation

N/A

System Administrator

Description

The extension user that has IntraMail system administration capabilities.

The System Administrator is a Subscriber Mailbox that has unique system administration features such as recording Instruction Menus and deleting messages in a co-worker's mailbox. The System Administrator features are an essential part of IntraMail setup since they allow the recording of the system-wide messages and provide Subscriber Mailbox maintenance. After logging onto their Subscriber Mailbox, the System Administrator can use all of the features in the **SA** menu. The *System Administrator Options* table below shows these options.

System Administrator Options [Super Display Soft Key] - [Keyset Soft Key]		
Option	**Description**	**For more, see:**
SA (72) [System Admin] - [N/A]	Access the System Administrator options.	
I (4) [Instruction] - [Instr]	Record an Instruction Menu.	*.Instruction Menu* (page 507)
A (2) [Announcement] - [Annc]	Record an Announcement Message.	*Announcement Message* (page 417)
S (7) [Subscriber] - [Subs]	Access the Subscriber Maintenance options (see the following features).	
EA (32) [Erase All Messages] - [Msgs]	Erase all messages in a mailbox.	*.Erasing All Messages* (page 476)
EG (34) [Erase Greeting] - [Greet]	Erase a mailbox greeting. • With Multiple Greetings, this option simultaneously erases all recorded greetings in a Subscriber Mailbox. Additionally, the active greeting is reset to 1.	*.Greeting* (page 493)
EN (36) [Erase Name] - [Name]	Erase a mailbox name.	*.Mailbox Name* (page 518)
S (7) [Erase Security Code] - [N/A]	Delete a mailbox Security Code.	*.Mailbox Security Code Delete* (page 522)
N (6) [Record Mailbox Name] - [N/A]	Record Mailbox Name.	*Mailbox Name* (page 518).
O (6) [Answer Schedule] - [N/A]	Override the active Answer Schedule.	*Answer Schedule Override* (page 418)
1 [N/A] - [N/A]	Message on Hold	*Message On Hold* (page 541)
V (8) [N/A] - [N/A]	Hear the version number of the IntraMail stored voice prompts.	

Conditions
• None

Default Setting
• Extension 300 is the System Administrator.

Programming

1.	**Designate a Subscriber Mailbox as a System Administrator.**

    1. In *2142-03: System Administrator* (page 767), enter **Yes**.

Other Related Features

Features
None

IntraMail Features
Subscriber Mailbox (page 574)
    Only a Subscriber Mailbox can be a System Administrator.

Operation

Refer to the individual features referenced in the *System Administrator Options* (page 576).

Accessing the System Administrator Options [Super Display Soft Key] - [Keyset Soft Key]	
Log onto System Administrator's Mailbox.	
SA (72)	Access the System Administrator Menu. **[System Admin] - [N/A]** • Turn to *System Administrator Options* (page 576) *for more*.
0	Plays Help message.

System Administrator Mailbox

Description

A Subscriber Mailbox option that enables the system administration capabilities.

A System Administrator Mailbox is a Subscriber Mailbox in which you have enabled the System Administrator option. This provides the subscriber with system administration capabilities. IntraMail can have multiple System Administrator Mailboxes. Turn to *System Administrator* (page 576) for more.

Conditions
- None

Default Setting
- The System Administrator Mailbox is 300.

Programming

1.	**Designate a Subscriber Mailbox as a System Administrator.**

1. In *2142-03: System Administrator* (page 767), enter **Yes**.
- Turn to *System Administrator* (page 576) for more.

Other Related Features

Features

None

IntraMail Features

Subscriber Mailbox (page 574)

Only a Subscriber Mailbox can be a System Administrator.

System Administrator (page 576)

The System Administrator has unique system administration functions, such as recording Welcome Messages and Instruction Menus, and deleting messages in a co-worker's mailbox.

Operation

See *System Administrator Options* (page 576).

Description

Reinitializing IntraMail returns all programmed options to their default values.

Initializing the telephone system automatically initializes all IntraMail programming. You may want to do this if the site requirements significantly change and it is easier to start over from default than remove all your custom programming. Reinitializing returns all programmed options to their default values.

> **Reinitializing the telephone system returns all programmed options to their factory set (default) values. Any site specific programming you have done will be erased following reinitialization.**

To initialize (erase) Subscriber Mailbox Security Codes and all recordings, use a System Administrator Mailbox.

Conditions
- None

Default Setting
- N/A

Programming

| 1. | **To reinitialize the telephone system data base:** |

1. Press **INTERCOM** and dial **#*#*** + **NECDSX** + **HOLD**.
2. Dial **9011** + **HOLD**.
3. Dial **1** (for yes) + **HOLD**.
    - The telephone system data base initializes.
    - To cancel initialization, dial **0** + **HOLD** instead.

| 2. | **To erase recorded messages and Subscriber Mailbox Security Codes:** |

1. See *System Administrator* (page 576).
    - The recorded messages include:
    Instruction Menus
    Announcement Mailbox messages
    Messages left in a Subscriber Mailbox
    Subscriber Mailbox greetings
    Subscriber Mailbox names

Other Related Features

Features
None

IntraMail Features
System Administrator (page 576)
The System Administrator can delete Subscriber Mailbox security codes as well as IntraMail recorded messages.

Operation

N/A

Time and Date with Voice Mail

Description

Set the system time and date.

Since IntraMail is completely integrated with the telephone system software, the IntraMail time and date is the same as the phone system time and date. Since time and date is used on telephone displays and with the *Auto Time Stamp* and *Time and Date Stamp* features, be sure to set it accurately. To change the time and date, use either the system programmable options or the User Programmable features. See *Programming* below. The Time and Date is retained if the telephone system power should fail or the system resets.

In addition, a Subscriber Mailbox user can hear the time and date when they call their mailbox.

Conditions
- None

Default Setting
- N/A

Programming

See *Time and Date* (page 349).

Other Related Features

Features

None

IntraMail Features

Auto Time Stamp (page 431)

After a user listens to a message, IntraMail can optionally announce the time and date the message was left.

Time and Date (page 349).

Turn to this feature for more on the Time and Date options.

Time and Date Stamp (page 581)

An extension can listen to a message and dial **TI** to hear the time the message was sent.

Operation

Hearing the Current Time and Date [Super Display Soft Key] - [Keyset Soft Key]	
Log onto Subscriber Mailbox.	
TI (84)	Access the Time and Date option. • IntraMail plays the time and date, and then returns you to the mailbox Main Menu.
0	Plays Help message.

Description

> **A mailbox user can listen to a message and dial a code to hear the time the message was sent, as well as the caller's number.**

While listening to a message, a Subscriber Mailbox user can dial **TI** to hear the Time and Date the message was left. This is a handy option while reviewing messages. The subscriber can just dial a code to find out when the message arrived.

Time and Date Stamp with Caller ID

With caller ID installed, a mailbox user can dial **TI** while listening to a message from an outside caller to hear the time the message was sent, *as well* as the caller's number. This capability is always available for messages left by an Intercom caller.

Conditions
- None

Default Setting
- Enabled

Programming

To get Time and Date Stamp with Caller ID, be sure Caller ID is properly installed and programmed in the connected telephone system.

Other Related Features

Features
None

IntraMail Features

Auto Time Stamp (page 431)
> After a user listens to a message, IntraMail can optionally announce the time and date the message was left.

Caller ID (page 63)
> With Caller ID installed and programmed, the Time and Date Stamp for outside calls also includes the caller's number.

Listening to Messages (page 512)
> Turn to this feature for additional listening options.

Time and Date (page 349)
> You can set the system Time and Date from the telephone system programming or using the User-Programmable Features.

Time and Date Stamp

Operation

Hearing the Time and Date a Message was Left [Super Display Soft Key] - [Keyset Soft Key]		
Log onto Subscriber Mailbox.		
L (5)	Access the Message Listen mode. **[Listen] - [Lstn]**	
	TI (84)	Hear the time and date the message was sent. • Turn to *Listening to Messages* (page 512) for more on your listening options.
0	Plays Help message	

Description

An extension user can transfer their active call to a co-worker's mailbox.

An extension user can transfer their active call to a co-worker's mailbox. This lets the caller leave a personal message for the co-worker. Transfer to a Mailbox is one of the big conveniences of IntraMail since the caller can state their business and not have to call back later. It saves the caller time and cuts down on unnecessary telephone system call processing. Transfer to a Mailbox is frequently used by attendants and receptionists as well as other co-workers.

Transfer Message Handling

When the transferring extension leaves a message before hanging up (which could occur if the destination's calls are forwarded to voice mail), the system will record two separate messages. One message will be from the transferring extension; the other from the transferred caller. Each message has the correct Caller ID assigned.

Additionally, if a caller is transferred to an extension and Voice Mail picks up, the caller will hear the entire greeting for the called extension's mailbox. The greeting will restart as soon as the system connects the caller to the Transfer destination's mailbox.

Conditions
• None

Default Setting
• Always enabled.

Programming

1. **Set the maximum length of a message that the transferred caller can leave in a Subscriber Mailbox.**

1. In *4201-02: Incoming Message Length* (page 872), enter the maximum length of a message a caller can leave in a Subscriber Mailbox (**1**-**4095** seconds).

Other Related Features

Features

Call Coverage Keys (page 40)
• Pressing **TRANSFER** + Call Coverage Key can Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).

Hotline (page 207)
• Pressing a Hotline key can Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).

Voice Mail (page 372)
• Pressing **TRANSFER** + Call Coverage Key can Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).
• Pressing a Hotline key can also Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).

IntraMail Features

Auto Attendant Do Not Disturb (page 427)
When enabled, Auto Attendant Do Not Disturb automatically sends all calls from the Automated Attendant to the subscriber's mailbox.

Screened Transfer (page 567)
Automated Attendant Screened Transfers can automatically transfer an outside caller to an extension.

Unscreened Transfer (page 587)
Automated Attendant Unscreened Transfers can automatically transfer an outside caller to an extension.

Transfer to a Mailbox

Operation

Transferring Calls to a Mailbox	In these instructions: [Super Display Soft Key] [Keyset Soft Key]

To Transfer your active call to a mailbox:

Method A (Ring first, then Transfer)

1.	Press **TRANSFER**.
2.	Dial the number of the mailbox to receive the Transfer. • You can optionally press the DSS key for your co-worker. • To transfer the call to your own mailbox, dial your extension number.
3.	Press **V-MAIL** and hang up. • Voice mail will prompt your caller to leave a message. • The caller will hear the *entire* mailbox greeting after the Transfer goes through.
4.	Press **SPEAKER** to hang up. • To transfer a call to a co-worker's mailbox from a single line telephone, use the following procedure: Hookflash + Dial ***8** + Dial the co-worker's mailbox + Hang up.

Method B (Transfer without first ringing)

1.	Press **TRANSFER**.
2.	Press **V-MAIL**.
3.	Dial the number of the mailbox to receive the Transfer. • You can optionally press the DSS key for your co-worker. • Voice mail will prompt your caller to leave a message. • The caller will hear the *entire* mailbox greeting after the Transfer goes through.
4.	Press **SPEAKER** to hang up.

Method C (Using a Call Coverage key)

1.	Press **TRANSFER**. • If your extension has Hotline Automatic Transfer, skip this step.
2.	Press the Call Coverage key.
3.	Press **V-MAIL**. • Voice mail will prompt your caller to leave a message. • The caller will hear the *entire* mailbox greeting after the Transfer goes through.
4.	Press **SPEAKER** to hang up.

Method D (Using a Hotline key)

1.	Press the Hotline key.
2.	Press **V-MAIL**. • Voice mail will prompt your caller to leave a message. • The caller will hear the *entire* mailbox greeting after the Transfer goes through.
4.	Press **SPEAKER** to hang up.

Description

The Automated Attendant can transfer outside callers to UCD Group master numbers.

The Automated Attendant can transfer outside callers to a UCD Group master number. If a customer has a UCD Group set up for a department (such as Sales or Tech Service), the Automated Attendant can send calls directly to that department without any operator intervention. It is not necessary to have a company employee handle the calls. The calls will ring a member of the group or queue (wait in line) if all co-worker's in the group are busy.

To set up Transfer to a UCD Group, assign a STRF or UTRF action in the active Dial Action Table to route to the UCD Group master number. Refer to *Screened Transfer* (page 567) and *Unscreened Transfer* (page 587) for more on how these Automated Attendant options handle calls.

Conditions
- None

Default Setting
- Disabled

Programming

1.	**Optionally assign a STRF action to the key on the active Dial Action Table that you want to route to the UCD Group master number.**

1. In *4231-Digit Assignment* (page 901), enter **1** to assign an available key as a STRF action.
   - To transfer directly to the master number, *Action* should be STRF and the corresponding *Routing* option should be the master extension number.

2.	**Optionally assign a UTRF action to the key on the active Dial Action Table that you want to route to the UCD Group master number.**

1. In *4231-Digit Assignment* (page 901), enter **2** to assign an available key as a UTRF action.
   - To transfer directly to the master number, *Action* should be UTRF and the corresponding *Routing* option should be the master extension number.

Other Related Features

Features
> None

IntraMail Features
> *Dial Action Table* (page 465)
>> Set up STRF or UTRF Dial Action Table actions to route to the UCD Group master number.

> *Screened Transfer* (page 567)
>> Automated Attendant Screened Transfers can automatically transfer an outside caller to a UCD Group master number.

> *Unscreened Transfer* (page 587)
>> Automated Attendant Unscreened Transfers can automatically transfer an outside caller to a UCD Group master number.

Operation

> N/A

Undefined Routing

Description

A key pad digit for which the Automated Attendant has no routing defined.

An Automated Attendant Undefined Routing is a Dial Action Table key assignment for which there is no routing defined. When an Automated Attendant caller dials a digit and there is no routing assigned, IntraMail plays, *"That is an invalid entry."* IntraMail then repeats the dialing options (Instruction Menu) to the caller. If a Dial Action Table key assignment has no function, you should normally leave it undefined.

Conditions
- None

Default Setting
- In Dial Action Table 1, keys 1, 2, 5, 6, 7, and 8 Undefined Routing.
- In Dial Action Tables 2-16, all keys have Undefined Routing.

Programming

1. | **To set up an Undefined Routing for a Dial Action Table:**

    1. In *4231-Digit Assignment* (page 901), enter **0** to assign an available key as an Undefined Routing action.
        - For a key that should have an Undefined Routing, the *Action* entry should display as UND. There is no corresponding *Routing* option entry.

Other Related Features

Features
None

IntraMail Features
Dial Action Table (page 465)
    Undefined Routing is a Dial Action Table Action.

Instruction Menu (page 507)
    The active Call Routing Mailbox's Instruction Menu repeats after a caller dials a digit with an Undefined Routing.

Operation

N/A

Description

> **Similar to telephone system unscreened transfers in which the transferring party immediately extends the call.**

Unscreened Transfer is an Automated Attendant option that allows callers to directly dial system extensions. Unscreened Transfer (and its related feature Screened Transfer) allows the IntraMail Automated Attendant to transfer outside calls to system extensions without the need for a live receptionist or operator. It is similar to telephone system unscreened transfers in which the transferring party immediately extends the call. After an Automated Attendant caller dials an extension, IntraMail transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system – just as with any other unscreened transfer.

Screened vs. Unscreened Transfer

Both Screened and Unscreened Transfer allow Automated Attendant callers to directly dial system extensions. The following summarizes the differences between these two types of Automated Attendant transfer.

- With Unscreened Transfer, calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming). Screened Transfers ring like Intercom calls and do not display Caller ID until the call is answered.
- Both Screened and Unscreened Transfers route unanswered calls to the subscriber's greeting (recorded or default) so the caller can leave a message. However, only Screened Transfer allows the caller to dial 2 to reach the Next Call Routing Mailbox options (if programmed).

Unscreened Transfer and Inactive Mailboxes

An Unscreened Transfer will go through to the destination extension even if the destination doesn't have an active mailbox. If the Unscreened Transfer is unanswered at the destination, the call returns to the Automated Attendant.

The following table shows in detail how Unscreened Transfer operates.

Unscreened Transfer (UTRF) Operation			
• *Call* = Call answered by the Automated Attendant. • *Extension* = Extension dialed by Automated Attendant caller.			
If Auto Attendant Do Not Disturb is **off** (see page 427 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	1. Transfers call to extension. -*If answered*, connects call (just like a phone system transfer). -*If unanswered*[1] in a default phone system, plays greeting (so caller can start recording).[2]	1. Transfers call to extension. 2. *If unanswered*[1] in a default phone system, plays greeting (so caller can start recording)[2]	1. Transfers call to extension. 2. *If unanswered*[1] in a default phone system, plays greeting (so caller can start recording).[2]
With Active Greeting Not Recorded	1. Transfers call to extension. -*If answered*, connects call (just like a phone system transfer). -*If unanswered*[1] in a default phone system, plays name (if recorded) or extension number. IntraMail then prompts caller to leave a message.[2]	1. Transfers call to extension. 2. *If unanswered*[1] in a default phone system, plays name (if recorded) or extension number. IntraMail then prompts caller to leave a message.[2]	1. Transfers call to extension. 2. *If unanswered*[1] in a default phone system, plays name (if recorded) or extension number. IntraMail then prompts caller to leave a message.[2]

Unscreened Transfer

If Auto Attendant Do Not Disturb is **on** (see page 427 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND

With Active Greeting Recorded or Not Recorded	1. Sends call immediately to mailbox:
	  -Plays greeting (if recorded), or
	  -Prompts caller to start recording.		

1 After the *1603-01: Transfer Recall Timer* (page 675) interval. 2 Custom phone system programming may redirect the unanswered call (for example, to a hunt group or another extension).			

Conditions
- None

Default Setting
- Dial Action Table 1 digits 3 and 4 are UTRFs to XXX (caller-dialed extension).

Programming

1.	**Assign the UTRF action to a key on the active Dial Action Table.**

1. In *4231-Digit Assignment* (page 901), enter **2** to assign an available key for Unscreened Transfer (UTRF).
2. Normally, the corresponding *Routing* option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.
   - For example, to allow callers to place Unscreened Transfers to extensions 300-399, for key 3 enter UTRF for the *Action* and XXX for the corresponding *Routing*.
3. To have Unscreened Transfer call a specific extension, the corresponding *Routing* option should be that extension's number. The caller then dials that single digit to reach the extension.
   - For example, to have callers dial 8 to reach extension 303, for key 8 enter UTRF for the *Action* and 303 for the corresponding *Routing*.

2.	**Optionally set the telephone system's Transfer Recall interval.**

1. In *1603-01: Transfer Recall Timer* (page 675), set the Transfer Recall interval (**0**-**9999** seconds) as required.
   - Unanswered Unscreened Transfers route to the extension's mailbox after this interval.

Other Related Features

Features

None

IntraMail Features

Answer Tables (page 420)

Determines how the Automated Attendant answers outside calls on each line.

Automated Attendant (page 433)

The Answer Table determines how the Automated Attendant answers calls.

Call Routing Mailbox (page 450)

The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Caller ID and Voice Mail (page 456)

IntraMail provides Caller ID data for an Unscreened Transfer as the call is ringing.

Dial Action Table (page 465)

- Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.
- You cannot program a Call Routing Mailbox as an Unscreened Transfer (UTRF) Dial Action Table destination.

Forced Unscreened Transfer (page 489)

The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.

Next Call Routing Mailbox (page 552)

The Next Call Routing settings for a Subscriber Mailbox may provide additional options after the caller leaves a message.

Screened Transfer (page 567)

After an Automated Attendant caller dials an extension, IntraMail calls (screens) the destination extension to see if the transfer can go through.

Operation

N/A

Voice Mail Overflow

Description

Insures that IntraMail will pick up calls that don't go through.

The telephone system can automatically reroute unanswered outside calls to the IntraMail Automated Attendant. Voice Mail Overflow ensures that IntraMail will pick up calls that don't go through. This allows callers to leave a message rather than having to call back later. Voice Mail can be the overflow destination for the following types of unanswered calls:

- **Key Ring Overflow**
  A line ringing an extension's line keys can overflow to the IntraMail Automated Attendant.
- **UCD Group Overflow**
  A line that rings UCD Hunting group can overflow to the group's mailbox. See *Group Mailbox* (page 497) for more.
- **Ring Group Overflow**
  A line transferred by an extension or the Automated Attendant (UTRF or STRF) to a Ring Group can overflow to the group's mailbox. See *Group Mailbox* (page 497) for more.
- **Direct Inward Line (DIL) Overflow**
  A line that directly rings an extension or can overflow to that extension's mailbox if not answered.
- **Ring Group Direct Inward Line (DIL) Overflow**
  A Direct Inward Line (DIL) to the Ring Group master number can overflow to the group's mailbox. See *Group Mailbox* (page 497) for more.

Conditions
- None

Default Setting
- Disabled

Programming

Setting Up Key Ring Overflow

1.	**To set up Key Ring overflow during the day:**

1. In *3112-01: Direct Termination in the Day* (page 819), press **CLEAR** to make the line a Key Ring line during the day and at night.
2. In *3112-02: Enable Day Overflow* (page 819), enter **Yes** to activate overflow during the day.
3. In *3112-03: Day Overflow Destination* (page 820), enter the IntraMail master number (**700**).

2.	**To set up Key Ring overflow at night:**

1. In *3112-04: Direct Termination at Night* (page 820), press **CLEAR** to make the line a Key Ring line at night.
2. In *3112-05: Enable Night Overflow* (page 820), enter **Yes** to activate overflow at night
3. In *3112-06: Night Overflow Destination* (page 821), enter the IntraMail master number (**700**).

3.	**Set the overflow time (the interval calls will Key Ring before overflow occurs).**

1. In *1601-01: Line No Answer Timer* (page 669), adjust the interval as required.
   - A Key Ring call will overflow to the IntraMail Automated Attendant if not answered after this interval.

Setting Up UCD Group Overflow

1.	To set up UCD Group overflow:

1. See *Group Mailbox* (page 497).

Setting Up Ring Group Overflow

1.	To set up UCD Group overflow:

1. See *Group Mailbox* (page 497).

Setting Up DIL Overflow

1.	To set up DIL overflow during the day:

1. In *3112-02: Enable Day Overflow* (page 819), enter **Yes** to activate overflow during the day.
2. In *3112-03: Day Overflow Destination* (page 820), enter the IntraMail master number (**700**).

2.	To set up DIL overflow only at night:

1. In *3112-05: Enable Night Overflow* (page 820), enter **Yes** to activate overflow at night.
2. In *3112-06: Night Overflow Destination* (page 821), enter the IntraMail master number (**700**).

3.	Set the overflow time (the interval calls will ring before overflow occurs).

1. In *1601-02: DIL No Answer Timer* (page 669), enter the interval before overflow occurs (**0**-**9999** seconds).
   - A DIL to the Ring Group master number will overflow to the IntraMail Automated Attendant if not answered after this interval.

Setting Up Ring Group DIL Overflow

1.	To set up Ring Group DIL overflow during the day:

1. In *3112-02: Enable Day Overflow* (page 819), enter **Yes** to activate overflow during the day.
2. In *3112-03: Day Overflow Destination* (page 820), enter the IntraMail master number (**700**).

2.	To set up Ring Group DIL overflow only at night:

1. In *3112-05: Enable Night Overflow* (page 820), enter **Yes** to activate overflow at night.
2. In *3112-06: Night Overflow Destination* (page 821), enter the IntraMail master number (**700**).

3.	Set the overflow time (the interval calls will ring before overflow occurs).

1. In *1601-02: DIL No Answer Timer* (page 669), enter the interval before overflow occurs (**0**-**9999** seconds).
   - A DIL to the Ring Group master number will overflow to the IntraMail Automated Attendant if not answered after this interval.

Voice Mail Overflow

Other Related Features

Features

None

IntraMail Features

Answer Tables (page 420)

Determines how the Automated Attendant answers outside calls on each line.

Automated Attendant (page 433)

The Answer Table determines how the Automated Attendant answers calls.

Call Routing Mailbox (page 450)

The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table (page 465)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Extension Hunting to Voice Mail (page 478)

A subscriber's mailbox can pick up their unanswered calls.

Group Mailbox (page 497)

Use Group Mailboxes for UCD Hunting and Ring Group Overflow.

Operation

N/A

Description

IntraMail provides Voice Prompts that tell the extension user the status or progress of their call.

IntraMail provides the telephone system with Voice Prompting Messages which tell the extension user the status or progress of their call. For example, if an extension user calls a co-worker while their extension is in DND, they hear, "*Please do not disturb.*" Voice Prompting Messages guide the user while using certain features. The following table lists the available Voice Prompting Messages.

Voice Prompting Messages		
Voice Prompt	**Feature**	**Description**
The number you have dialed is not in service.	*Intercom* (page 211)	The extension you called *is* part of the extension data base but is not installed.
Vacant number.		The extension you called *is not* part of the extension data base.
This is extension ___.		You press **N** (6) to hear your extension number.
The time is ____. The date is ____.	*Time and Date* (page 349)	You press **T** (8) on your idle keyset to hear the Time and Date.
All lines are busy. For callback, press 2 or the callback key.	*Line Groups* (page 225)	You dial a Line Group access code (9 or 90-98) and no lines are available in that group.
Extension ___ is busy. For callback, press 2 or the callback key.	*Intercom* (page 211)	You place an Intercom call to a busy extension
Your call cannot go through. Please call the operator.	*Toll Restriction* (page 351)	You place a call that is blocked by your extension's Toll Restriction
Please do not disturb.	*Do Not Disturb* (page 143)	You call an extension in Do Not Disturb.
Please hold on. Your call is being rerouted.	*Call Forwarding Off Premises* (page 51)	Call Forwarding Off Premise is rerouting your call to the programmed destination.

If your DSX-80/160 has an UltraMail Voice Mail with Automated Attendant installed, you can install an IntraMail to provide the Voice Prompting Messages. The UltraMail will provide the voice mail services, not the IntraMail.

> *Conditions*
> • None

> *Default Setting*
> • Enabled if IntraMail installed.

Programming

No additional programming is required.

Other Related Features

Bilingual Voice Prompts (page 443)
Bilingual Voice Prompts provides IntraMail voice prompts in one of two active languages.

Operation

N/A

Volume Control with Voice Mail

Description

A mailbox user can turn the volume up or down while listening to their messages.

Since IntraMail is completely integrated with the telephone system software, Volume Control is available at a subscriber's keyset any time while listening to a message, greeting, or prerecorded voice prompt. Volume Controls let the user interactively adjust the loudness of the IntraMail messages and prompts to a comfortable level.

Conditions
• None

Default Setting
• Always enabled.

Programming

No additional programming required.

Other Related Features

N/A

Operation

Volume Control [Super Display Soft Key] - [Keyset Soft Key]
To adjust the volume while using any mailbox feature:
1.   Press **Volume Up** or **Volume Down**.

Description

Use this program to check the system type, the system's software version number, and version number of the embedded DSP.

Options

1001-01: System Type
(System Type)

Use this option to display the system name. This is a fixed option which you cannot modify.

Features
- None

IntraMail Features
- None

Options
- None

Default
- **DSX**

1001-02: Software Version
(S/W Version)

Use this option to display the system software version. This is a fixed option which you cannot modify.

Features
- None

IntraMail Features
- None

Options
- N/A

Default
- N/A

1001-03: DSP Version
(DSP Version)

Use this option to display the version of the embedded DSP software. This is a fixed option which you cannot modify.

Features
- None

IntraMail Features
- None

Options
- N/A

Default
- N/A

Description

Use this program to enter the system name and telephone number.

Options

1011-01: System Name
(System Name)

Use this option to enter the site name (up to 18 characters). Use the *Name Programming Chart* (page 598) when entering names.

Features
• *System Identification* (page 334)

IntraMail Features
• None

Options
• See the *Name Programming Chart* (page 598).

Default
• No entry

1011-02: Telephone Number
(Phone Number)

Use this option to enter the site telephone number.

Features
• *System Identification* (page 334)

IntraMail Features
• None

Options
• **Digits** (24 digits max. using 0-9, # and *.

Default
• No entry

Name Programming Chart

Name Programming Chart									
	Press a key the indicated number of times for desired character								
Key	**1 Time**	**2 Times**	**3 Times**	**4 Times**	**5 Times**	**6 Times**	**7 Times**	**8 Times**	**9 Times**
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								
After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.									
Additional Name Programming Options									

HOLD	Save name.
SPEAKER	Exit user name programming.
Volume Up	Scroll the cursor to the right.
Volume Down	Scroll the cursor to the left.
CLEAR	• While editing, clears character to the right. • At beginning of line, erases entire entry. • At end of line, becomes a backspace key
CHECK	Restore the previous entry,

Description

Use this program to set the system time and date.

Options

1021-01: System Time
(Time)

Use this option to set the system time. Enter data using the 24-hour format HH:MM:SS. For example, 13:00:00 = 1:00 PM. The system shows Time and Date on telephone displays and in various system reports.

Features
- *Time and Date* (page 349)

IntraMail Features
- None

Options
- **HH:MM:SS** (system time in 24-hour format)

Default
- **8:45PM** (20:45:00)

1021-02: System Date
(Date)

Use this option to set the system date. The system shows Time and Date on telephone displays and in various system reports.

Features
- *Time and Date* (page 349)

IntraMail Features
- None

Options
- **MM/DD/YY**
  MM for month (1-12)
  DD for day (1-31)
  YYYY for year (e.g., 2006)

Default

Description

Use this program to set the Automatic Daylight Savings Time option.

Options

1022-01: Automatic Daylight Savings Time Setting
(Auto D.S.T.)

Use this option to enable or disable automatic Daylight Savings Time adjustment. If enabled, the system will automatically set the time back 1 hour at 2:00 AM on the last Sunday in October ***and*** set the time forward 1 hour at 2:00 AM on the first Sunday in April. If disabled, this adjustment will not occur.

Features
- *Time and Date* (page 349)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

Description

Use this program to specify the Network Time Server (NTS).

Options

1023-01: Network Time Server Name
(Server Name)

Use this option to enter the IP address of the Network Time Server (NTS), if any. The system will synchronize it's date and time with this source.

Features
- None

IntraMail Features
- None

Options
- **IP address** in the format xxx.xxx.xxx.xxx

Default
- None

Description

Use the program to customize the system passwords.

Options

1031-01: New Password
(New Password)

Use this option to change the system passwords. The table below shows the default system passwords. To avoid having to reinitialize your system, always keep a careful record of your passwords.

Logging On with this Password:	Gives you access to these programs:
System Administrator 1 (level 1) Password = 0000 System Administrator 2 (level 1) Password = 9999	*1001-01: System Type* (page 595) *1001-02: Software Version* (page 595) *1001-03: DSP Version* (page 596) *1011-01: System Name* (page 597) *1011-02: Telephone Number* (page 597) *1021-01: System Time* (page 599) *1021-02: System Date* (page 599) *1022-01: Automatic Daylight Savings Time Setting* (page 600) *1031-01: New Password* (page 602) (for level accessed) *1701-01: Number of System Speed Dial Bins* (page 714) *1702-Assignment (System Speed Dial Assignment)* (page 715) *2121-Feature Keys* (page 753) *2122-Ring Override (Key Ring Override)* (page 759) *2123-BLF (DSS Keys)* (page 760) *2123-BLF (DSS Keys)* (page 760) *2124-Soft Keys (Idle Menu Soft Keys for Super Display)* (page 761) *2151-Assignment (Personal Speed Dial Bin Assignment)* (page 775) *2401-Config (DSS Console Configuration)* (page 800) *2402-Keys (DSS Console Keys)* (page 801) *25xx-Text Messages (Selectable Display Messaging)* (page 806)
Installer (level 3) Password = NECDSX (632379)	All

Features
- *System Programming Password Protection* (page 336)

IntraMail Features
- None

Options
- **Digits** (8 digits max, using 0-9, # and *).

Default
- See the table above.

Description

Use this program to specify the baud rate of the system's serial port, as well as indicate when an external modem is connected to the system.

Options

1101-01: Baud Rate
(Baud Rate)

Use this option to set the baud rate of the system's RS232 port.

Features
- *Station Message Detail Recording* (page 328)

IntraMail Features
- None

Options
- **1** for 2400
- **2** for 9600
- **3** for19,200
- **4** for 38,400
- **5** for 57,600

Default
- **4**

Description

TBD

Options

TBD

Description

TBD

Options

TBD

Description

Use this program to set the DSX system's IP address, subnet mask, and default gateway.

Options

1104-01: System IP Address
(IP Addr)

Use this option to set the DSX system's IP address. You must set the IP address if you intend to connect to the system's ethernet port. There are two ways to connect:

❧ To the site's local area network (LAN) using a standard CAT5 *patch cord*.

❧ Directly from your PC to the DSX ethernet port using a standard CAT5 *crossover cable*.

The IP address consists of four "octets" with three digits in each octet separated by a period. For example, a typical router default IP address is 192.168.1.1. (Leading zeros are not required if the octet is less than three digits.)

When connecting the DSX to the site's local area network (LAN), the IP address you enter should be provided to you by the site network administrator. It is essential that the address not duplicate that of any other device connected to the network.

If you are connecting your PC to the system's ethernet port using a standard crossover cable, the default IP address (192.168.1.250) should be adequate. Set your PC IP address to 192.168.1.249.

> *Features*
> • None
>
> *IntraMail Features*
> • None
>
> *Options*
> • **Digits** using 0-9, 12 max. in the format xxx.xxx.xxx.xxx
> *Default*
> • **192.168.1.250**

1104-02: System Subnet Mask
(Subnet)

Use this option to set the DSX system's subnet mask. The subnet mask distinguishes IP addresses of computers on your LAN from those outside your network (e.g., on the internet or a private WAN). Like the IP address, the subnet mask also consists of four 3-digit octets. The subnet mask uses the entry 255 to define the masked octets and 0 to define the unmasked octets.

A typical entry of 255.255.255.0 means if two IP addresses have the same first three octets, they are on the same network. For example, if:

1. The IP addresses of the LAN begin with 192.168.1, and

2. The subnet mask 255.255.255.0, then

3. The network routers know that **192.168.1**.250 and **192.168.1**.1 are on the same network.

Requests to these addresses are kept *within* the LAN (as opposed to being routed to the internet). When the first three octets don't match, the requests are routed out of the LAN.

> *Features*
> • None

IntraMail Features
- None

Options
- **Digits** using 0-9, 12 max. in the format xxx.xxx.xxx.xxx

Default
- **255.255.255.0**

1104-03: Default Gateway
(Default Gateway)

The gateway address is the address in the site router to which all outbound traffic is routed. The gateway address is required in order for DSX to communicate with computers not on your LAN (i.e., over the internet or a private WAN).

Features
- None

IntraMail Features
- None

Options
- **Digits** using 0-9, 12 max. in the format xxx.xxx.xxx.xxx

Default
- **255.255.255.0**

System 1001-1702

Description

Use this program to set the DTMF durations for manual and Speed Dial calls.

Options

1111-01: Manual DTMF Tone On
(Man DTMF On)

Use this option to set the duration of DTMF digits for outside calls manually dialed by an extension user. This is required because the system buffers the digits the user dials. Set this timer for compatibility with the connected telco or PBX/Centrex.

Features
- *Central Office Calls, Placing* (page 78)

IntraMail Features
- None

Options
- **10-2550** mS

Default
- **150** mS

1111-02: Manual DTMF Tone Off
(Man DTMF Off)

Use this option to set the duration of the interval between DTMF digits for outside calls manually dialed by an extension user. This is required because the system buffers the digits the user dials. Set this timer for compatibility with the connected telco or PBX/Centrex.

Features
- *Central Office Calls, Placing* (page 78)

IntraMail Features
- None

Options
- **10-2550** mS

Default
- **100** mS

1111-03: Speed Dial DTMF Tone On
(SPD DTMF On)

Use this option to set the duration of DTMF digits for Speed Dial outside calls automatically dialed by the system. Set this timer for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the telco or PBX/Centrex may not be able to properly detect the DTMF digit. If too long, outbound dialing is unnecessarily slowed down.

Features
- *Central Office Calls, Placing* (page 78)

IntraMail Features
- None

Options
- **10-2550** mS

Default
- **100** mS

1111-04: Speed Dial DTMF Tone Off

(SPD DTMF Off)

Use this option to set the duration the quiet time between DTMF digits for Speed Dial outside calls automatically dialed by the system. Set this timer for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the telco or PBX/Centrex may not be able to set up to receive the next DTMF digit. If too long, outbound dialing is unnecessarily slowed down.

Features
- *Central Office Calls, Placing* (page 78)

IntraMail Features
- None

Options
- **10-2550** mS

Default
- **100** mS

Description

This program allows you to set the type for each station PCB plugged into your system.

Options

1201-01: Card Type
(Card Type)

Use this option to define the type of station PCB plugged into each equipment cabinet PCB slot. Although PCBs auto-ID as you insert them, this option allows you to preconfigure a system prior to installation. You can also use this option to reorder PCBs after the initial installation is complete.

Features
- *Automatic Slot Configuration* (page 33)

IntraMail Features
- None

Options
- **1** for 16ESIU
- **2** for 16DSTU
- **3** for 4SLIU
- **4** for 8SLIU
- **5** for 16SLIU
- **6** for 2-port UltraMail
- **7** for 4-port UltraMail
- **8** for 6-port UltraMail
- **9** for 8-port UltraMail

Default
- N/A

12xx-Slots
120x-Stations
1202-Ports (Primary Station Ports)

Description

Use this program to customize the system's primary station port assignments.

Options

1202-01: Primary Station Port Assignment
(xx Port xx Station)

Use this option to associate physical (hardware) station ports with software station ports. If you installed your PCBs in order from left to right, and let Automatic Slot Configuration set up your system, your hardware and software ports should match.

With the exception of Digital VANGARD voice mail, all station devices are single port.

Features
- *Automatic Slot Configuration* (page 33)
- *Flexible Numbering Plan* (page 179)
- *Voice Mail* (page 372)

IntraMail Features
- None

Options
- **1-128** for station ports 1-128
- **201-208** for voice mail ports 1-8 (fixed assignment)
- **301-304** for DSS Console ports 1-4 (fixed assignment)
- **Undefined**

Default
- Physical and software station ports match.

Description

Use this program to customize the system's secondary station port assignments. This is only required when installing a Digital VANGARD voice mail.

Options

1203-01: Secondary Station Port Assignment
(xx Port xx Station)

Use this option to select a station port's select port assignment. Currently, the secondary station port is only used for Digital VANGARD voice mail. Each digital voice mail port contains two ports: the primary port and the secondary port. The following table shows the typical primary and secondary station port assignments for an 8-port Digital VANGARD.

NVM-Series Station Port Assignments				
	Port 1	**Port 2**	**Port 3**	**Port 4**
Primary (1202)	201	203	205	207
Secondary (1203)	202	204	206	208

Features
• *Voice Mail* (page 372)

IntraMail Features
• None

Options
• **1-128** for station ports 1-128
• **201-208** for voice mail ports 1-8 (fixed assignment)
• **301-304** for DSS Console ports 1-4 (fixed assignment)
• **Undefined**

Default
• Secondary station ports are not assigned.

12xx-Slots
121x-Lines
1211-Lines (Line Card Type)

Description

This program allows you to set the type for each line PCB plugged into your system.

Options

1211-01: Card Type
(Card Type)

Use this option to define the type of line PCB plugged into each equipment cabinet PCB slot. Although PCBs auto-ID as you insert them, this option allows you to preconfigure a system prior to installation. You can also use this option to reorder PCBs after the initial installation is complete.

Features
- *Automatic Slot Configuration* (page 33)

IntraMail Features
- None

Options
- **1** for 4ATRU
- **2** for 8ATRU
- **3** for 16COIU
- **4** for 24T1
- **5** for 30E1

Default
- N/A

Description

Use this program to customize the system's line port assignments.

Options

1212-01: Line Port Assignment
(xx Port xx Station)

Use this option to associate physical (hardware) line ports with software line ports. If you installed your PCBs in order from left to right, and let Automatic Slot Configuration set up your system, your hardware and software ports should match.

Features
- *Automatic Slot Configuration* (page 33)

IntraMail Features
- None

Options
- **1-64** for line ports 1-64
- **Undefined**

Default
- Physical and software station ports match.

**System
1001-1702**

Description

Use this program to set up the parameters of the T1/E1 PCBs.

Options

1213-01: Number of PCM Channels
(# PCM Channels)

Use this option to determine the number of active channels on the PCB. PCBs configured for T1 have 24 available channels, while E1 has 30. Enter the number of channels to be active, or enter 0 to activate all channels.

If you are using all channels in the T1, leave this entry at 0. If you are connected to a fractional telco T1 circuit (e.g., providing only 8 circuits), set this option to match the number of circuits in your fractional span. Additionally, you may have to limit the number of active channels if the system has a unique configuration that could exceed the 119 allowable timeslots.

This option always selects the lowest channels. For example, an entry of 8 uses channels 1-8. When connecting to a DSU and splitting voice and data channels, the voice channels must be the lower-numbered channels.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **1-30**
- **0** for all channels

Default
- **0**

1213-02: Clock Control
(Clock Control)

Use this option to specify the clock source for the T1 PCB. The clock is required to synchronize the PCB's operations. The PCB can be either the clock master (1) or the clock slave (2). As master, the T1 PCB uses its own internal clock as the clock source. As slave, the T1 PCB uses the connected T1 circuit from the telco as the clock source.

When setting up Tie Lines, keep track of your clock sources. For example, if the local system is the clock master, the remote system should be set for slave so it uses the connected circuit as the clock source.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **1** for master
- **2** for slave

Default
- **1**

1213-03: Transmit Pulse Amplitude
(Tx Pulse Ampl.)

This option controls the amplitude (strength) of the T1 signals transmitted by the PCB to the telco smart jack or your CSU (if used).

Entries 0-4 correspond to the distance from the T1 PCB to either the telco's smart jack or your CSU (depending on your installation). The T1 PCB automatically adjusts the signal amplitude based on your entry.

You can alternately use entries 5-7 to make fixed attenuation entries. If connected to a CSU, set your attenuation to match the requirements of the CSU. If your T1 PCB is connected directly to the telco's smart jack, the telco will tell you if any attenuation is required.

This option does not apply to E1 circuits.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **1** for 0-133 feet (0 dB)
- **2** for 133-266 feet
- **3** for 266-399 feet
- **4** for 399-533 feet
- **5** for 533-655 feet
- **6** for -7.5 dB
- **7** for -15 dB
- **8** for -22.5 dB

Default
- **1**

1213-04: Framer Type
(ESF/CRC4)

Use this option to set the Framer Type used by the PCB.

If this option is enabled:

- T1 circuits use ESF (Extended Super Frame) mode. This is a 24-Frame mode which provides ABCD signaling bits and additional diagnostics).
- E1 circuits use CRC-4 16-Frame Multiframe mode.

If this option is disabled:

- T1 circuits use D3/D4 (12-Frame Multiframe mode which supports AB signaling bits only).
- E1 circuits do not use CRC4 mode.

Always set this option for compatibility with the connected telco. Normally, T1 circuits use ESF.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1213-05: Zero Suppression
(B8ZS/HDB3)

Use this option to enable or disable zero suppression for the PCB transmit path.

If enabled, T1 PCBs use B8ZS zero suppression, while E1 PCBs use HDB3 zero suppression.

If disabled, the PCB has no transmit zero suppression. (Note the receive zero suppression is always enabled.)

Zero suppression may help prevent T1 PCB clocking problems, but should always be set for compatibility with the connected telco.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1213-06: Loopback Mode
(Loopback Mode)

Use this option to enable T1 PCB loopback. Although loopbacks are generally used for factory testing, you may find Remote and Payload Loopback helpful for on-site troubleshooting. The available loopback entries are:

None

❥ Loopback is not enabled.

Metallic

❥ This option loops the T1 PCB internal analog output to the PCB internal analog input. The PCB external (telco side) connection is isolated during this test. *Metallic Loopback is not normally used as a field test*.

Digital

❥ This option loops the T1 PCB internal digital output through the PCB's framer chip and then back to the PCB internal digital input. *Digital Loopback is not normally used as a field test*.

Remote

❥ This option loops any analog signal on the T1 PCB external (telco side) receive tip and ring to the external (telco side) transmit tip and ring. *Remote Loopback may be useful for field testing because it loops any analog test signal on the PCB receive tip and ring back to the transmit tip and ring*.

ST-Bus

❥ This option loops the T1 PCB internal digital output to the PCB internal digital input. It does not loop back through the framer chip. *ST-Bus Loopback is not normally used as a field test*.

Payload

❥ This option loops any digital signal on the T1 PCB external (telco side) receive tip and ring to the external (telco side) transmit tip and ring. *Payload Loopback may be useful for field testing because it loops any digital test signal on the PCB receive tip and ring back to the transmit tip and ring*.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

<u>*Options*</u>
- **0** for none
- **1** for metallic
- **2** digital
- **3** for remote
- **4** for ST-Bus
- **5** for payload

<u>*Default*</u>
- **0**

Description

Use this option to customize the system's number plan. For each dialed digit (0-9, excluding # and *), assign a *Function Type* and an *Expected Digits* entry. *Function Type* defines the digit's function in the system (see the table below).

Function Type	Description
1	Operator Access
2	Extension Access
3	Line Group Access

Expected Digits sets how many digits the system expects to receive when the digit string begins with selected digit. For example, digit 3 has *Function Type* 2 and *Expected Digits* 3. This means that digits 300-399 are Intercom numbers.

Options

1301-[01-10]: Function Type
(Fctn Type)

For each dialed digit, use this option to assign the *Function Type*. This defines the digit's function in the system.

Features
- *Attendant Position* (page 24)
- *Central Office Calls, Placing* (page 78)
- *Flexible Numbering Plan* (page 179)
- *Line Group Routing* (page 223)
- *Line Groups* (page 225)
- *Flexible Mailbox Numbering Plan* (page 488)

Options
- **1** for Operator Access
- **2** for Intercom and Direct Line Access
- **3** for Line Group Access

Default
- See *Default Dialing Plan* (page 621).

IntraMail Features
- None

1301-[01-10]: Expected Number of Digits
(# of Digits)

For each dialed digit, use this option to set how many digits the system expects to receive when the digit string begins this digit.

Features
- *Attendant Position* (page 24)
- *Central Office Calls, Placing* (page 78)
- *Flexible Numbering Plan* (page 179)
- *Line Group Routing* (page 223)
- *Line Groups* (page 225)

IntraMail Features
- *Flexible Mailbox Numbering Plan* (page 488)

Options
- **1-3**

Default
- See *Default Dialing Plan* (page 621).

<table>
<tr><th colspan="4">Default Dialing Plan</th></tr>
<tr><th>Digit</th><th>Description</th><th>Function Type</th><th>Expected Digits</th></tr>
<tr><td>0</td><td>Use this option to define the *Function Type* and *Expected Digits* for dial strings beginning with 0. These strings are normally used for telephone system operator access (1).</td><td>1 (Operator Access)</td><td>3</td></tr>
<tr><td>1</td><td>Use this option to define the *Function Type* and *Expected Digits* for dial strings beginning with 1. These strings are normally reserved for Intercom access (2).</td><td>2 (Extension Access)</td><td>3</td></tr>
<tr><td>2</td><td>Use this option to define the *Function Type* and *Expected Digits* for dial strings beginning with 2. These strings are normally reserved for Intercom access (2).</td><td>2 (Extension Access)</td><td>3</td></tr>
<tr><td>3</td><td>Use this option to define the *Function Type* and *Expected Digits* for dial strings beginning with 3. These strings are by default assigned to Intercom access (2).</td><td>2 (Extension Access)</td><td>3</td></tr>
<tr><td>4</td><td>Use this option to define the *Function Type* and *Expected Digits* for dial strings beginning with 4. These strings are by default assigned to Direct Line Access (2).</td><td>2 (Extension Access)</td><td>3</td></tr>
<tr><td>5</td><td>Use this option to define the *Function Type* and *Expected Digits* for dial strings beginning with 5. These strings are normally reserved for Intercom access (2).</td><td>2 (Extension Access)</td><td>3</td></tr>
<tr><td>6</td><td>Use this option to define the *Function Type* and *Expected Digits* for dial strings beginning with 6. These strings are normally reserved for Intercom access (2).</td><td>2 (Extension Access)</td><td>3</td></tr>
<tr><td>7</td><td>Use this option to define the *Function Type* and *Expected Digits* for dial strings beginning with 7. These strings are normally reserved for Intercom access (2).</td><td>2 (Extension Access)</td><td>3</td></tr>
</table>

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Default Dialing Plan			
Digit	**Description**	**Function Type**	**Expected Digits**
8	Use this option to define the *Function Type* and *Expected Digits* for dial strings beginning with 8. These strings are normally reserved for Intercom access (2).	**2** (Extension Access)	**3**
9	Use this option to define the total length of dial strings beginning with 9. These strings are normally 1 digit long for dial-9 line access.	**3** (Line Group Access)	**1**
9	Use this option to define the *Function Type* and *Expected Digits* for dial strings beginning with 9. These strings are normally reserved to line access (3).	**LN GRP** 1 = OPER 2 = EXT 3 = LN GRP	3 (LN GRP)

Description

Use this program to customize extension numbering.

Options

1311-01: Station Extension Number

(Extension #)

Use this option to assign an extension number to each station.

Features
- *Flexible Numbering Plan* (page 179)

IntraMail Features
- *Flexible Mailbox Numbering Plan* (page 488)

Options
- **0-999** for extension numbers 0-999

Default
- **300-427** for extensions 300-347

Description

Use this program to customize voice mail extension numbering.

Options

1312-01: Voice Mail Extension Number

(Extension #)

Use this option to assign an extension number to each voice mail station.

Features
- *Flexible Numbering Plan* (page 179)

IntraMail Features
- None

Options
- **0-999** for extension numbers 0-999

Default
- **500-507** for extensions 500-507

Description

Use this program to customize line extension numbers.

Options

1313-01: Line Extension Number
(Extension #)

Use this option to assign an extension number to each line.

Features
- *Central Office Calls, Placing* (page 78)
- *Flexible Numbering Plan* (page 179)

IntraMail Features
- None

Options
- **0-999** for line extension numbers 0-999

Default
- **101-164** for lines 1-64

System
1001-1702

Description

Use this program to customize Ring Group master extension numbers.

Options

1314-01: Ring Group Master Extension Number
(Extension #)

Use this option to assign a master extension number to each Ring Group. Although the master numbers are preassigned by default, you can customize them to meet the site requirements. The extension numbers you use must be unique and cannot be a physical port (e.g., 300).

Features
- *Flexible Numbering Plan* (page 179)
- *Group Ring* (page 189)

IntraMail Features
- None

Options
- **Extension number** (0-999)

Default
- **600** for Group 1
- **601** for Group 2
- **602** for Group 3
- **603** for Group 4
- **604** for Group 5
- **605** for Group 6
- **606** for Group 7
- **607** for Group 8

Description

Use this program to customize UCD Group master extension numbers.

Options

1315-01: UCD Group Master Extension Number
(Extension #)

Use this option to assign a master extension number to each UCD Group. Although the master numbers are preassigned by default, you can customize them to meet the site requirements. The extension numbers you use must be unique and cannot be a physical port (e.g., 300).

Features
- *Extension Hunting* (page 154)
- *Flexible Numbering Plan* (page 179)

IntraMail Features
- None

Options
- **Extension number** (0-999)

Default
- **700** for Group 1
- **701** for Group 2
- **702** for Group 3
- **703** for Group 4
- **704** for Group 5
- **705** for Group 6
- **706** for Group 7
- **707** for Group 8

System
1001-1702

14xx-COS (Class of Service)
140x-Station
1401-Features

Description

Use this program to customize station (extension) Class of Service options.

Options

1401-01: System Speed Dial Access
(System SPD)

Use this option to enable or disable an extension's ability to access System Speed Dial.

Features
- *Speed Dial* (page 315)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1401-02: Extended Ring
(Extended Ring)

Use this option to enable or disable Extended Ring at the extension.

Features
- *Extended Ringing* (page 153)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1401-03: Privacy
(Privacy)

Use this option to enable or disable Privacy in an extension's Class of Service. Privacy blocks Barge In attempts and incoming Camp-On / Call Waiting signals.

Features
- *Barge In (Intrusion)* (page 36)
- *Call Waiting / Camp-On* (page 58)
- *Privacy* (page 277)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1401-04: ACD Supervisor
(ACD Sprvsr)

This option is not used.

1401-05: Soft Keys
(Soft Keys)

Use this option to enable or disable a keyset's Interactive Soft Keys.

Features
- *Interactive Soft Keys* (page 210)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1401-06: Conversation Record
(Record Conv)

Use this option to enable or disable an extension's ability to record conversations into their mailbox. If enabled, the user can press either their Conversation Record key or RECORD soft key to initiate recording.

Features
- *Voice Mail* (page 372)

IntraMail Features
- *Conversation Record* (page 462)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1401-07: DND Override
(DND Override)

Use this option to enable or disable an extension's ability to use DND Override. If enabled, an extension user can dial 1 or press their **DND Override** soft key to override an extension's Do Not Disturb. If disabled, an extension cannot dial 1 to override an extension's DND and the **DND Override** soft key is unavailable. (This option does not apply when an extension user presses their Hotline key, since Hotline keys always provide the DND Override option.)

Features
- *Do Not Disturb Override* (page 146)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1401-08: Receive DID Calls

(Allow DID Calls)

Use this option to enable or disable the extension's ability to receive DID calls. If enabled, the extension will receive DID calls routed to it by the system. If disabled, the extension will not receive DID calls. If a DID call attempts to route to an extension with this option disabled, the call follows Line Overflow.

Features
- *Direct Inward Dialing* (page 99)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enable

1401-09: Receive DID Camp-On
(DID Camp-On)

Use this option to enable or disable the ability of a DID call to Camp-On to the extension when it is busy. If enabled, a DID call to the extension will Camp-On for the *1601-02: DIL No Answer Timer*. If still unanswered, the call will divert to Key Ring. If disabled, the incoming call will not Camp-On and the caller will hear busy tone.

Features
• *Direct Inward Dialing* (page 99)

IntraMail Features
• None

Options
• **No** (0) - Disabled
• **Yes** (1) - Enabled

Default
• **Yes** (1) - Enabled

1401-10: Name Programming
(Name Pgming)

Use this option to enable or disable name programming at an extension. If enabled, the extension user can access name programming via their soft keys. If disabled, name programming is not allowed.

Features
• *Names for Extensions and Lines* (page 249)

IntraMail Features
• None

Options
• **No** (0) - Disabled
• **Yes** (1) - Enabled

Default
• **Yes** (1) for COS 1
• **No** (0) for COS 2-15

1401-11: Language Programming
(Lang Pgming)

Use this option to enable or disable an extension's ability to set their display language. If enabled, the extension user can access language programming via their soft keys. If disabled, language programming is not allowed.

Features
• *Language Selection* (page 217)

IntraMail Features
• None

Options
• **No** (0) - Disabled
• **Yes** (1) - Enabled

Default
• **Yes** (1) for COS 1
• **No** (0) for COS 2-15

1401-12: Call Screening

(Call Screening)

Use this option to enable or disable Call Screening. If enabled, a display keyset use can listen to (screen) a voice mail message as it is being left in their mailbox. If disabled, voice mail messages go to the mailbox normally.

Features
- *Call Screening* (page 453)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1401-13: Hotline Automatic Transfer

(Hotline Auto Transfer)

Use this option to enable or disable Hotline Automatic Transfer for the extension. If enabled, an extension user busy on a call can just press their Hotline key and hang up to Transfer. If disabled, the extension user must press **TRANSFER** *before* their Hotline key.

Features
- *Transfer* (page 358)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

Description

Use this program to customize station access Class of Service options.

Options

1402-01: Forced Line Disconnect
(Forced Disconnect)

Use this option to enable or disable an extension's ability to use Forced Line Disconnect.

Features
- *Forced Line Disconnect* (page 182)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) for COS 1
- **No** (0) for COS 2-15

1402-02: Barge In (Intrusion)
(Barge-In)

Use this option to enable or disable an extension's ability to Barge In on a co-worker.

Features
- *Barge In (Intrusion)* (page 36)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** for COS 1
- **No** for COS 2-15

1402-03: Camp-On to Busy Extension
(Camp-On Busy Ext)

Use this option to enable or disable an extension's ability to Camp-On to a busy co-worker. Disable this option to prevent the extension from Camping-On to the busy co-worker. This option does not restrict Callback.

Features
- *Call Waiting / Camp-On* (page 58)
- *Callback* (page 61)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes**

1402-04: Silent Monitor
(Silent Monitor)

Use this option to enable or disable an extension's ability to use Silent Monitor.

Features
- *Monitor / Silent Monitor* (page 243)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1402-05: Activate Night Mode
(Night Mode)

Use this option to enable or disable an extension's ability to activate Night Service.

Features
- *Night Service / Night Ring* (page 252)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1)for COS 1
- **No** (0) for COS 2-15

1402-06: Direct Line Access
(Direct Line Access)

Use this option to enable or disable an extension's ability to use Direct Line Access. Note that enabling Direct Line Access allows the user to bypass Toll Restriction.Option.

Features
- *Direct Line Access* (page 115)
- *Removing Lines and Extensions from Service* (page 287)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled for COS 1
- **No** (0) - Disabled for COS 2-15

Description

Use this program to customize single line telephone Class of Service options.

Options

1403-01: Flash for Single Line Set
(Flash for SLT)

Use this option to enable or disable hookflash for analog single line extensions.

Features
- *Flash* (page 177)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1403-02: Single Ring for Single Line Set
(Single Ring)

Use this option to determine the type of ringing at analog single line extensions. If enabled, analog single line extensions always receive single ringing for outside calls. (Certain analog single line devices connected to the system may require this type of ringing.) If disabled, line ringing at analog single line extensions follows the ringing pattern of the line. For example, if a line is ringing the system with two ring bursts, the single line extensions will follow the same ringing pattern.

Features
- *Central Office Calls, Answering* (page 74)
- *Single Line Telephones* (page 305)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1403-03: Special Dial Tone for Single Line Set
(Special Dial Tone)

Use this option to enable or disable single line telephone Special Dial Tone. Note that this option has no effect of keyset ports with the same Class of Service.

Features
- *Message Waiting* (page 238)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1403-04: High Voltage Message Waiting Lamp for Single Line Set

(HV MW Lamp)

Use this option to enable or disable High Voltage Message Waiting for single line ports. ***High Voltage Message Waiting is not available in DSX-40.*** If both this option and *1403-05: FSK Message Waiting Lamp for Single Line Set* are enabled, the system uses FSK Message Waiting.

Features
- *Message Waiting* (page 238)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1403-05: FSK Message Waiting Lamp for Single Line Set

(FSK MW Lamp)

Use this option to enable or disable FSK Message Waiting for single line ports. If both this option and *1403-04: High Voltage Message Waiting Lamp for Single Line Set* are enabled, the system uses FSK Message Waiting.

Features
- *Message Waiting* (page 238)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1403-06: Loop Disconnect for Single Line Set

(Loop Disconnect)

Use this option to enable or disable the ability of the system to send a loop supervision disconnect signal (i.e., drop pulse) to single line ports. Set this option for compatibility with the connected SLT device. (This option is always disabled for Voice Mail ports.)

Features
- *Line Group Routing* (page 223)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

14xx-COS (Class of Service)
140x-Station
1404-Caller ID

Description

Use this program to customize Caller ID Class of Service options.

Options

1404-01: Caller ID Display
(CID Display)

Use this option to enable or disable the ability of an extension to display Caller ID. If enabled, Caller ID will occur for all extensions with this Class of Service provided Caller ID is enabled in other system programming. If disabled, Caller ID will never occur for extensions with this Class of Service.

Features
- *Caller ID* (page 63)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1404-02: Second Call Caller ID
(2nd Call CID)

Use this option to enable or disable an extension's ability to display Second Call Caller ID. If enabled, Second Call Caller ID will occur for all extensions with this Class of Service provided Second Call Caller ID is enabled in other system programming. If disabled, Second Call Caller ID will never occur for extensions with this Class of Service.

Features
- *Caller ID* (page 63)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1404-03: Third Party Caller ID
(3rd Party CID)

Use this option to enable or disable an extension's ability to use Third Party Call Caller ID Check. If enabled, Third Party Caller ID Check is available to all extensions with this Class of Service provided Caller ID is enabled in other system programming. If disabled, Third party Caller ID check is unavailable to extensions with this Class of Service.

Features
- *Caller ID* (page 63)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1404-04: Caller ID Display Separator

(CID Display "-")

Use this option to enable or disable the Caller ID display separator. If enabled, the telephone displays a dash separator after the area code and after the local exchange on a 7 or 10 digit number. If disabled, the calling party number displays without a separator.

Features
- *Caller ID* (page 63)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1404-05: Outgoing ANI Privacy

(OTG ANI Privacy)

Use this option to enable or disable the extension's ability to send outbound Automatic Number Identification (ANI) over E1 lines using MFC dialing. ***This option only applies to outbound E1 calls using MFC dialing, and does not apply to systems installed in North America.***

Features
- None

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1404-06: Caller ID Alert Lamp

(CID Alert Lamps)

Use this option to enable or disable an extension's Ring/Message Lamp for Caller ID. If enabled, the lamp will flash whenever the extension receives new Caller ID logs. If disabled, the lamp will not flash for Caller ID.

Features
- *Caller ID Logging* (page 68)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

Description

Use this program to customize Distinctive Ringing Class of Service options.

Options

1405-01: Ring Type Configuration
(Ring Config)

If enabled, this option allows an extension to customize the sound of their Ring Types by pressing the **CONFIG** (CNFG) soft key. If disabled, the extension cannot customize their Ring Types and the system hides the **CONFIG** (CNFG) soft key.

Features
• *Distinctive Ringing* (page 135)

IntraMail Features
• None

Options
• **No** (0) - Disabled
• **Yes** (1) - Enabled

Default
• **Yes** (1) - Enabled

1405-02: Station Ring Override
(Sta Ring Override)

If enabled, this option allows an extension to customize the distinctive ringing for Day Ring, Night Ring, and Delay Ring outside calls on line keys by pressing the **ASSIGN** (ASGN) soft key. If disabled, the extension user cannot customize the distinctive ringing and the system hides the **ASSIGN** (ASGN) soft key. If you enable this option, and the user customizes their Extension Override settings, disabling this option will cancel the user's custom settings.

Features
• *Distinctive Ringing* (page 135)

IntraMail Features
• None

Options
• **No** (0) - Disabled
• **Yes** (1) - Enabled

Default
• **No** (0) - Disabled

1405-03: Key Ring Override
(Key Ring Override)

If enabled, this option allows an extension to customize the distinctive ringing of individual Call Coverage, Group Call Pickup, and line keys by pressing the **KEY** soft key. If disabled, the extension cannot customize the distinctive ringing. If you enable this option, and the user customizes their Key Ring Override settings, disabling this option will cancel the user's custom settings.

Features
• *Distinctive Ringing* (page 135)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

Description

Use this program to customize Call Forwarding Class of Service options.

Options

1406-01: Call Forwarding Off-Premises
(Off-Premise)

Use this option to enable or disable an extension's ability to use Off Premise Call Forwarding. When disabled, the Off Premise Call Forwarding option is hidden on the telephone display.

Features
- *Call Forwarding Off Premises* (page 51)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1406-02: Internal Call Forwarding
(Internal)

Use this option to enable or disable an extension's ability to use Call Forwarding. ***If an extension cannot use Call Forwarding, they cannot also use Off Premise Call Forwarding.***

Features
- *Call Forwarding* (page 44)
- *Call Forwarding Off Premises* (page 51)
- *Selectable Display Messaging* (page 300)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

Description

Use this program to customize paging Class of Service options.

Options

1407-01: Make All Call Page
(All Call Page)

Use this option to enable or disable an extension's ability to make an All Call Paging announcement.

Features
- *Paging* (page 259)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1407-02: Make Page Into Zone 1
(Page Zone 1)

Use this option to enable or disable an extension's ability to make a Paging announcement into zone 1.

Features
- *Paging* (page 259)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1407-03: Make Page Into Zone 2
(Page Zone 2)

Use this option to enable or disable an extension's ability to make a Paging announcement into zone 2.

Features
- *Paging* (page 259)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1407-04: Make Page Into Zone 3
(Page Zone 3)

Use this option to enable or disable an extension's ability to make a Paging announcement into zone 3.

Features
- *Paging* (page 259)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1407-05: Make Page Into Zone 4
(Page Zone 4)

Use this option to enable or disable an extension's ability to make a Paging announcement into zone 4.

Features
- *Paging* (page 259)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1407-06: Make Page Into Zone 5
(Page Zone 5)

Use this option to enable or disable an extension's ability to make a Paging announcement into zone 5.

Features
- *Paging* (page 259)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1407-07: Make Page Into Zone 6
(Page Zone 6)

Use this option to enable or disable an extension's ability to make a Paging announcement into zone 6.

Features
- *Paging* (page 259)

IntraMail Features
- None

1407-08: Make Page Into Zone 7
(Page Zone 7)

Use this option to enable or disable an extension's ability to make a Paging announcement into zone 7.

Features
- *Paging* (page 259)

IntraMail Features

- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

Description

Use this program to customize line access Class of Service options.

Options

1411-01: Camp-On to Busy Lines
(Camp-On Busy Lines)

Use this option to enable or disable an extension's ability to Camp-On to a busy line. This option *does not* restrict Callback.

Features
- *Line Queuing / Line Callback* (page 230)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) for COS 1
- **No** (0) for CIS 2-15

1411-02: Line Queue Priority
(Line Que Priority)

Use this option to enable or disable Line Queuing Priority at the extension. If more than one extension with priority is queued on a busy line, the system services the priority extensions on a first-queued, first-served basis.

Features
- *Line Queuing / Line Callback* (page 230)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1411-03: Automatic Hold
(Auto-Hold)

Use this option to enable or disable Automatic Hold at the extension.

Features
- *Hold* (page 202)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1411-04: Enhanced Last Number Redial
(Enhanced LND)

Use this option to enable or disable Enhanced Last Number Redial for the extension. If enabled, the extension has Enhanced Last Number Redial with the 5 number redial buffer and the enhanced operation. If disabled, the extension has traditional Last Number Redial with a single number redial buffer and the standard operation.

Features
- *Last Number Redial* (page 219)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1411-05: Unsupervised Conference
(Unsuprvsd Conf)

Use this option to enable or disable an extension's ability to use Unsupervised Conference.

Also enable this option to use Line-to-Line Transfer to set up a tandem call. See *Using Line-to-Line Transfer to set up a Tandem Call* (page 343) for more.

This option ensures that enabling *3103-04: Tandem Calls* (page 816) for Off Premise Call Forwarding does also not inadvertently enable Unsupervised Conference.

Features
- *Tandem Calls / Unsupervised Conference* (page 341)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

Description

Use this program to customize Class of Service options that affect call restriction.

Options

1412-01: Walking Class of Service (Day)
(Walking COS Day)

Use this option to enable or disable Walking Class of Service for the extension while the system is in the day mode. This option affects the extension *implementing* this feature, not the extension at which the feature is being used. For example, if the extension 301 user goes to extension 305 and tries to use Walking Class of Service during the day, this option must be enabled for extension 301.

Features
- *Walking Class of Service* (page 392)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1412-02: Walking Class of Service (Night)
(Walking COS Night)

Use this option to enable or disable Walking Class of Service for the extension while the system is in the night mode. This option affects the extension *implementing* this feature, not the extension at which the feature is being used. For example, if the extension 301 user goes to extension 305 and tries to use Walking Class of Service at night, this option must be enabled for extension 301.

Features
- *Walking Class of Service* (page 392)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1412-03: Station Locking
(Station Locking)

Use this option to enable or disable the extension's ability to use Extension Locking.

Features
- *Extension Locking* (page 166)

IntraMail Features
- None

<u>Options</u>
- **No** (0) - Disabled
- **Yes** (1) - Enabled

<u>Default</u>
- **No** (0) - Disabled

1412-04: Forced Account Codes
(Forced A/C)

Use this option to enable or disable Forced Account Codes. If disabled, Optional Account Codes are still available.

Features
- *Account Codes* (page 14)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1412-05: Verified Account Codes
(Verified A/C)

Use this option to enable or disable Verified Account Codes. If enabled, the system compares the Account Code the user dials to the entries in *36xx-AC Codes (Verified Account Codes Table)* (page 854).

Features
- *Account Codes* (page 14)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1412-06: Account Codes for Toll Calls Only
(A/C Toll Only)

Use this option to enable Forced Account Codes only for toll (long distance) calls. If disabled, Forced Account Codes apply to all outgoing outside calls.

- ❧ The system identifies toll calls according to the settings in *1551-04: Account Code Toll Restriction Level* (page 668).

- ❧ If *1412-04: Forced Account Codes* is disabled, the *1412-06: Account Codes for Toll Calls Only* option has no effect.

Features
- *Account Codes* (page 14)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

Description

Use this program to specify the number of system operators.

Options

1501-01: Number of Operators
(# of Operators)

Use this option to specify the number of operators in the system (1-4).

Features
- *Attendant Position* (page 24)

IntraMail Features
- None

Options
- **1-4**
- **0** (no operators)

Default
- **0**

Description

Use this program to assign the system's operator extensions. If you enabled more than one operator in *1501-01: Number of Operators* (page 652), all four of the following options are available. However, only the number you specified in *1501-01: Number of Operators* will function.

Options

1502-01: Operator Number 1
(Operator 1)

Assign the first operator's extension number. Be sure you have entered the correct number of operators in *1501-01: Number of Operators* (page 652).

Features
- *Attendant Position* (page 24)

IntraMail Features
- None

Options
- **Extension number**
- **None** (Entered by pressing **CLEAR**)

Default
- **300**

1502-02: Operator Number 2
(Operator 2)

Assign the second operator's extension number. Be sure you have entered the correct number of operators in *1501-01: Number of Operators* (page 652).

Features
- *Attendant Position* (page 24)

IntraMail Features
- None

Options
- **Extension number**
- **None** (Entered by pressing **CLEAR**)

Default
- **None**

1502-03: Operator Number 3
(Operator 3)

Assign the third operator's extension number. Be sure you have entered the correct number of operators in *1501-01: Number of Operators* (page 652).

Features
- *Attendant Position* (page 24)

IntraMail Features
- None

Options
- **Extension number**
- **None** (Entered by pressing **CLEAR**)

Default
- **None**

_____

1502-04: Operator Number 4
(Operator 4)

Assign the fourth operator's extension number. Be sure you have entered the correct number of operators in *1501-01: Number of Operators* (page 652).

Features
- *Attendant Position* (page 24)

IntraMail Features
- None

Options
- **Extension number**
- **None** (Entered by pressing **CLEAR**)

Default
- **None**

Description

Use this program to select the extension name entry format and clock display.

Options

1511-01: Name Format
(Name Format)

Use this option to determine how extension names should be entered in *2101-02: Station Name* (page 720) or via the telephone. The options are **1** (first-last) and **2** (last-first).

If you enter **1** (first-last), the system assumes that all names are entered in the following format:

M	A	R	Y		J	O	N	E	S

First   **Last**

Delimiter
(space or comma)
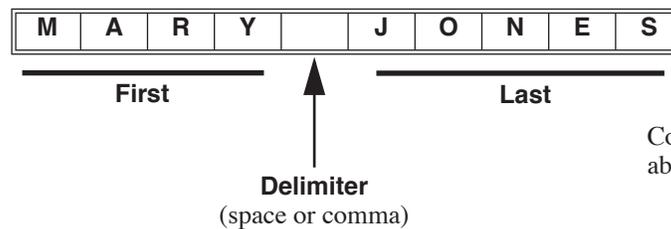
Comma delimiter is only available with the PC Program.

If you enter **2** (last-first), the system assumes that all names are entered in the following format:

J	O	N	E	S		M	A	R	Y

Last   **First**

Delimiter
(space or comma)
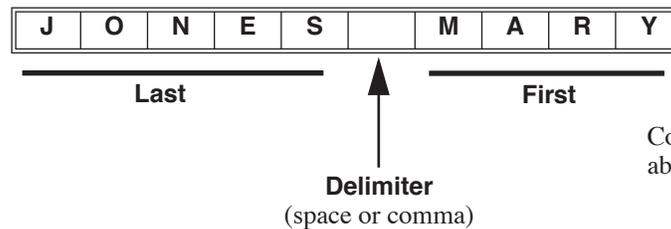
Comma delimiter is only available with the PC Program.

Features
• *Directory Dialing* (page 469)

IntraMail Features
• None

Options
• **1** for first-last
• **2** for last-first

Default
• **1**

System
1001-1702

1511-02: Clock Display Format
(Clock Display Format)

Use this option to change the format of a keyset's Time and Date display. See the chart below for available entries. After changing the entry for this option, an extension user must either lift and replace the handset or receive an incoming call before their display will show the new format.

Features
• *Time and Date* (page 349)

IntraMail Features
• None

Options

<table>
<tr><td colspan="2" align="center">Clock Display Format Options
(Using Tuesday, 3/28/2006, 4:44PM as an Example)</td></tr>
<tr><td align="center">Option</td><td align="center">Display Format</td></tr>
<tr><td align="center">1 (Default)</td><td>Tue March 28   4:44 PM</td></tr>
<tr><td align="center">2</td><td>4:44 PM   Tue March 28</td></tr>
<tr><td align="center">3</td><td>Tue March 28   16:44</td></tr>
<tr><td align="center">4</td><td>16:44   Tue March 28</td></tr>
</table>

Default
• **1**

Description

Use this program to set up the call handling Auto Handsfree and Call Waiting tones options.

Options

1512-01: Automatic Handsfree
(Auto-Handsfree)

Use this option to enable or disable Automatic Handsfree system-wide.

Features
- *Automatic Handsfree* (page 30)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1512-02: Call Waiting Tones
(Call Waiting Tones)

Use this option to enable or disable Camp-On tones system-wide. If disabled, an extension user will not hear Camp-On tones if a co-worker camps-on to their extension or leaves them a Callback.

Features
- *Call Waiting / Camp-On* (page 58)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

Description

Use this program to enable or disable Intercom voice announcements and Auto Handsfree system-wide.

Options

1513-01: Intercom Voice Announcements

(Voice Announce)

Use this option to enable or disable system-wide voice-announced Intercom calls. You must enable this option if you have *1513-02: Handsfree Reply (Handsfree Answerback)* enabled below. If you disable this option, extension users can only receive ringing Intercom calls.

Features
- *Handsfree and Handsfree Answerback* (page 195)
- *Intercom* (page 211)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1513-02: Handsfree Reply (Handsfree Answerback)

(HF Reply)

Use this option to enable or disable system-wide Handsfree Reply for voice-announced Intercom calls. If you enable this option, you must also enable *1513-02: Handsfree Reply (Handsfree Answerback)* above.

Features
- *Handsfree and Handsfree Answerback* (page 195)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

Description

Use this program to set up options for Music on Hold and Background Music.

Options

1521-01: Enable Music on Hold
(Enable MOH)

Use this option to enable or disable Music on Hold system wide.

Features
- *Music on Hold* (page 246)
- *Transfer* (page 358)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1521-02: Music on Hold for Transferred Calls
(MOH on Transfer)

Use this option to enable or disable MOH for transferred calls system-wide. If enabled, transferred callers hear Music on Hold while waiting. If disabled, transferred callers hear ringback.

Features
- *Transfer* (page 358)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1521-03: Background Music Source
(BGM Source)

Use this option to specify the system's Background Music source (none, audio input 1, or audio input 2).

Features
- *Background Music* (page 34)

IntraMail Features
- None

Options
- **0** for none
- **1** for audio input 1
- **2** for audio input 2

Default
- **0**

_____

1521-04: Background Music over External Page

(BGM Over Page)

Enable this option to have Background Music (if installed) play over the system's External Page. Disable this option if you don't want Background Music to play over the system's External Page.

Features
- *Paging* (page 259)

IntraMail Features
- None

Options
- **N** (6) - No
- **Y** (9) - Yes

Default
- **N** (6) - No

1521-05: Audio Input 1 Gain Setting
(Audio #1 Gain)

Use this option to set the gain (volume) of Audio Input 1.

Features
- *Music on Hold* (page 246)

IntraMail Features
- None

Options
- **01-25** (-12 dB to +12 dB in 1 dB steps)

Default
- **13** (0 dB)

1521-06: Audio Input 2 Gain Setting
(Audio #2 Gain)

Use this option to set the gain (volume) of Audio Input 2.

Features
- *Music on Hold* (page 246)

IntraMail Features
- None

Options
- **01-25** (-12 dB to +12 dB in 1 dB steps)

Default
- **13** (0 dB)

System 1001-1702

Description

Use this program to set up External Paging.

Options

1531-01: External Page Ring Type
(Page Ring Type)

Use this option to indicate the type of ringing that will broadcast over the External Page (none, station, or line).

Features
- *Paging* (page 259)

IntraMail Features
- None

Options
- **0** for none
- **1** for station
- **2** for line

Default
- **0**

1531-02: Extension Ring Over External Page
(Page Ring Extension)

If *1531-01: External Page Ring Type* is 1 (station), use this option to enter the number of the extension that should ring over the External Page.

Features
- *Paging* (page 259)

IntraMail Features
- None

Options
- **Extension number** (0-999)

Default
- No entry

1531-03: External Page Ring Volume
(Page Ring Volume)

Use this option to adjust the volume of ringing over the External Paging system. This option does not affect the volume of Background Music, Door Chime, or External Page voice broadcasts. You can additionally control the volume of audio broadcasting from the External Page port in *1531-05: External Page Gain*.

Features
- *Paging* (page 259)

IntraMail Features
- None

Options
- **1** for low
- **2** for medium
- **3** for high

Default
- **2**

1531-04: Door Chime Over External Page
(Page DoorChime)

Use this option to enable Door Chimes over External Page.

Features
- *Paging* (page 259)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1531-05: External Page Gain
(External Page Gain)

Use this option to control the volume of any audio broadcasting from the External Page output. This includes Page broadcasts, Door Chimes, and ringing. Note that if you increase the External Page ring volume in *1531-05: External Page Gain*, you can additionally increase or decrease the volume of the Page output in this option.

Features
- *Paging* (page 259)

IntraMail Features
- None

Options
- **01-25** (-12 dB to +12 dB in 1 dB steps)

Default
- **13** (0 dB)

Description

If External Paging is set up to broadcast line ringing, use this program to specify the ringing type for each line.

Options

1532-[01-64]: External Page Line Ringing
(Line nn Ring)

If *1531-01: External Page Ring Type* is 2 (line), use this option to individually set the ringing for each line over the External Page.

Features
- *Paging* (page 259)

IntraMail Features
- None

Options for each line (1-64)
- **Extension number** (0-999)
- **0** for no ringing
- **1** for day and night ringing
- **2** for night ringing only
- **3** for delay ringing day and night

Default
- No entry

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Description

Use this program to set up the SMDR options.

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Options

1541-01: SMDR Port
(SMDR Port)

Use this option to specify the port the system uses for SMDR.

Features
- *Station Message Detail Recording* (page 328)

IntraMail Features
- None

Options
- **0** for none
- **1** for RS232 port

Default
- **0**

1541-02: Print SMDR Headers
(SMDR Headers)

Use this option to enable or disable the header from the SMDR report. In enabled, the header will print at the beginning of the SMDR report and at the top of each page.

Features
- *Station Message Detail Recording* (page 328)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

1541-03: SMDR Language
(SMDR Language)

Use this option to set the language of the SMDR header and the data in the SMDR Call Type (T) field.

Features
- *Language Selection* (page 217)
- *Station Message Detail Recording* (page 328)

IntraMail Features
- None

Options
- **1** for English
- **2** for Spanish

Default
- **1**

Description

Use this program to customize system-wide Account Code options.

Options

1551-01: Dial # to Enter Account Codes
(# Key AC Codes)

Use this option to enable an extension user to dial # to enter an Account Code while on an outside call. If disabled, the extension user can only enter an Account Code by pressing the Account Code soft key or a uniquely programmed Account Code Programmable Function Key.

Features
- *Account Codes* (page 14)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1551-02: Allow Account Codes in Speed Dial Bins
(Ac Codes in SPD)

Enable this option if the user should be able to store Account Codes in Speed Dial bins. This causes the stored Account Code to properly display in the SMDR report *Account* column. If you disable this option, Account Codes stored in Speed Dial bins dial out as part of the stored number and display in the SMDR report *Number Dialed* column. They will not display in the *Account* column.

Features
- *Account Codes* (page 14)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

1551-03: Show Account Codes on Telephone Display
(Show AC Codes)

Use this option to show or hide user-entered Account Codes on their telephone's display. If enabled, the dialed Account Codes show on the display. ***This may be a security risk, since a co-worker can easily read the telephone display as the user enters their Account Code.*** If disabled, Account Codes are shown as * characters on the telephone display. This option is disabled by default.

Features
- *Account Codes* (page 14)

IntraMail Features
- None

System
1001-1702

<u>Options</u>
- **No** (0) - Disabled
- **Yes** (1) - Enabled

<u>Default</u>
- **No** (0) - Disabled

1551-04: Account Code Toll Restriction Level

(AC Toll Level)

If *1412-06: Account Codes for Toll Calls Only* (page 651) is enabled, use this option to differentiate toll calls from local calls for Account Code purposes. If you enter 0 for this option, toll calls are any calls the user dials that begin with 0 or 1. If you enter a toll level for this option (1-7), the system uses the toll level options programmed in *35xx-Toll Restriction* (page 839) for that level to determine if the call is local or toll.

❧ If the toll level is set to deny the call, it is considered to be a long distance call and the system requires that the user must have entered an Account Code.

❧ If the toll level permits the call, it is considered to be a local call and no Account Code entry is required.

❧ Note that additional dialing restrictions enforced by an extension's toll level are in effect and may also restrict dialing.

<u>Features</u>
- *Account Codes* (page 14)

<u>IntraMail Features</u>
- None

<u>Options</u>
- **0-7**

<u>Default</u>
- **0**

Description

Use this program to adjust timers that affect incoming calls.

Options

1601-01: Line No Answer Timer
(Ring No Answer)

Use this option to set how long Hold Recall rings the extension that placed the call on hold before Key Ring occurs. Key Ring rings all extensions programmed to ring for that line.

This timer also sets how long a DIL to a Ring Group master number rings an idle extension before Key Ring or overflow occurs. Key Ring rings all extensions programmed to ring for that line.

In addition, this timer sets how long a Transfer Recall rings the extension that initially transferred the call before Key Ring occurs.

Features
- *Direct Inward Dialing* (page 99)
- *Direct Inward Line* (page 109)
- *Group Ring* (page 189)
- *Hold* (page 202)
- *Key Ring* (page 214)
- *Transfer* (page 358)

IntraMail Features
- *Voice Mail Overflow* (page 590)

Options
- **1-9999** seconds
- **0** for disabled

Default
- **15** seconds

1601-02: DIL No Answer Timer
(DIL Ring No Answer)

Use this option to set how long a DIL to an extension rings an idle extension before Key Ring or overflow occurs. This option also sets how long a call rings the overflow destination before diverting to Key Ring. Key Ring rings all extensions programmed to ring for that line.

This timer also sets the interval after which DID Line Overflow and DID Station Intercept occur.

Features
- *Direct Inward Dialing* (page 99)
- *Direct Inward Line* (page 109)
- *Extension Hunting* (page 154)
- *Group Ring* (page 189)
- *Voice Mail* (page 372)

IntraMail Features
- *Extension Hunting to Voice Mail* (page 478)
- *Voice Mail Overflow* (page 590)

Options
- **1-9999** seconds
- **0** for disabled

Default
- **15** seconds

1601-03: Call Forward No Answer Timer
(CFWD No Answer)

For Call Forwarding Ring No Answer, use this option set how long a forwarded call rings an unanswered extension before routing to the forwarding destination.

Features
- *Call Forwarding* (page 44)
- *Extension Hunting* (page 154)
- *Transfer* (page 358)
- *Call Forward to a Mailbox* (page 447)

IntraMail Features
- *Extension Hunting to Voice Mail* (page 478)

Options
- **1-9999** seconds
- **0** for disabled

Default
- **10** seconds

1601-04: UCD No Answer Timer
(UCD Overflow)

Use this option to set when UCD overflow occurs. When all UCD agents are busy, a queued call rings for this interval and then overflows to the UCD Overflow destination.

Features
- *Direct Inward Line* (page 109)
- *Extension Hunting* (page 154)
- *Transfer* (page 358)
- *Voice Mail* (page 372)

IntraMail Features
- None

Options
- **1-9999** seconds
- **0** for disabled

Default
- **60** seconds

Description

Use this program to adjust timers that affect outgoing calls.

Options

1602-01: Interdigit Timer
(Interdigit Time)

Use this option to set the Intercom interdigit time. When an extension user places a call, they must dial each succeeding digit within this interval.

Features
- *Central Office Calls, Placing* (page 78)
- *Directory Dialing* (page 131)
- *Intercom* (page 211)

IntraMail Features
- None

Options
- **1-9999** seconds

Default
- **6** seconds

1602-02: Line Response Timer
(Line Response)

When the system sends a line seize message to the ATRU/COIU PCB, it waits this interval for a response from the line PCB. If the system gets no response within this interval, it marks the line as defective. Be sure the value you enter is compatible with the local telco. If you set this value too short, the system may mark properly functioning lines as defective. If too long, defective lines may be left in service.

Features
- N/A

IntraMail Features
- None

Options
- **4-1020** in 100 mS intervals (e.g., 10 = 1 second, 100 = 10 seconds).

Default
- **100** (10 seconds)

1602-03: Dialtone Detect Timer
(Dialtone Detect)

When the system seizes a line to place a Speed Dial call, it waits this interval for dial tone before outdialing the call. The system requires that the first dial tone be at least 5 seconds long and the second dial tone to be at least 2.5 seconds long. Be sure the value you enter is compatible with the local telco. If you set this value too short, the system may not seize properly functioning lines. If too long, there will be too long a delay before the system skips over a defective line.

Features
- *Speed Dial* (page 315)

IntraMail Features
- None

<u>*Options*</u>
- **1-9999** in 100 mS increments (e.g., 10 = 1 second, 100 = 10 seconds).

<u>*Default*</u>
- **20** (2 seconds)

1602-04: Dial Pause Timer

(Interdigit Time)

Use this option to set the length of a pause stored in a Speed Dial bin.

Features
- *Speed Dial* (page 315)

IntraMail Features
- *Centrex Transfer* (page 460)

Options
- **1-9999** seconds
- **0** for disabled

Default
- **1** second

1602-05: CO Busy Out Timer

(CO Busy Out)

Use this option to set the guard time for lines. When the system disconnects a line (e.g., after a user hangs up), the system keeps the line idle until this timer expires. The CO Busy Out timer helps prevent call collisions. If you set this interval too short, call collisions may occur. If too long, there will be unnecessary delays before you can use the line for a new call.

Features
- None

IntraMail Features
- None

Options
- **10-9999** mS

Default
- **10** mS

1602-06: Repeat Redial Timer

(Repeat Dial)

Use this option to set the interval between Auto Redial callout attempts.

Features
- *Auto Redial* (page 28)

IntraMail Features
- None

Options
- **1-99** seconds

Default
- **30**

1602-07: Repeat Redial Busy Timer

(Repeat Busy)

Use this option to set how long the system waits for busy tone when processing an Auto Redial callout attempt. The interval is measured from the last digit dialed to the receipt of busy tone. If the system doesn't receive busy tone within this interval, it assumes that the call went through and cancels Auto Redial.

Features
- *Auto Redial* (page 28)

**System
1001-1702**

IntraMail Features

- None

Options

- **1-99** seconds

Default

- **6**

Description

Use this program to adjust timers that affect system recalls.

Options

1603-01: Transfer Recall Timer
(Transfer Recall)

Use this timer to set how long a transferred call rings an idle destination extension or Ring Group before recalling the extension from which it was initially transferred. In addition, use this timer to set how long a transferred call rings a busy operator extension before recalling the extension from which it was initially transferred.

Features
- *Direct Inward Line* (page 109)
- *Extension Hunting* (page 154)
- *Group Ring* (page 189)
- *Key Ring* (page 214)
- *Transfer* (page 358)

IntraMail Features
- *Extension Hunting to Voice Mail* (page 478)
- *Unscreened Transfer* (page 587)

Options
- **1-9999** seconds
- **0** for disabled

Default
- **1** second

1603-02: Hold Recall Timer
(Hold recall)

Use this option to set how long a call stays on Hold before it recalls the extension that initially placed it on Hold.

Features
- *Hold* (page 202)

IntraMail Features
- None

Options
- **1-9999** seconds
- **0** for disabled

Default
- **60** seconds

1603-03: Exclusive Hold Recall Timer
(X-Hold Recall)

Use this option to set how long a call stays on Exclusive Hold before it recalls the extension that initially placed it on Exclusive Hold.

Features
- *Hold* (page 202)

IntraMail Features
- None

<u>*Options*</u>
- **1-9999** seconds
- **0** for disabled

<u>*Default*</u>
- **90** seconds

1603-04: Park Orbit Recall Timer
(Orbit Recall)

Use this option to set how long a call stays in System Park Orbit before it recalls the extension that parked it. This timer if for orbits 60-67 only. The recall for orbits 68 and 69 is fixed at 5 minutes.

Features
- *Park* (page 266)

IntraMail Features
- None

Options
- **1-9999** seconds
- **0** for disabled

Default
- **20** seconds

Description

Use this program to adjust timers that affect stations.

Options

1604-01: Delay Ring Timer
(Delay Ring)

Use this option to set how long the system waits before ringing an extension that has the Delayed Ringing option enabled. This timer also sets the delay interval for delay ring lines ringing the External Paging system.

Features
- *Central Office Calls, Answering* (page 74)
- *Delayed Ringing* (page 95)
- *Forced Line Disconnect* (page 182)
- *Key Ring* (page 214)
- *Paging* (page 259)
- *Line Keys* (page 227)
- *Loop Keys* (page 233)
- *Night Service / Night Ring* (page 252)
- *Paging* (page 259)
- *Private Line* (page 280)

IntraMail Features
- None

Options
- **1-9999** seconds
- **0** for disabled

Default
- **10** seconds

1604-02: Call Coverage Delay Ring Timer
(CCK Delay)

For extensions with Delayed Ringing Call Coverage keys, use this option to set how long a call flashes the key at an extension before it starts to ring.

Features
- *Call Coverage Keys* (page 40)

IntraMail Features
- None

Options
- **1-9999** seconds
- **0** for disabled

Default
- **10** seconds

1604-03: Extended Ringing Timer
(Extended Ring)

If an extension's Class of Service enables Extended Ringing, use the timer to set the duration of the Extended Ringing.

Features
- *Extended Ringing* (page 153)

IntraMail Features
- None

Options
- **1-9999** seconds
- **0** for disabled

Default
- **20** seconds

Description

Use this program to adjust timers that affect various system features.

Options

1605-01: Page Duration Timer

(Page Duration)

Use this option to set the maximum length of Page announcements.

Features
- *Paging* (page 259)

IntraMail Features
- None

Options
- **1-9999** seconds
- **0** for disabled

Default
- **30** seconds

1605-02: Meet Me Conference Join Timer

(Meetme Conf)

When a user initiates a Meet-Me Conference, use this option to set how long the system waits for the paged party to join the call.

Features
- *Meet-Me Conference* (page 236)

IntraMail Features
- None

Options
- **1-9999** seconds
- **0** for disabled

Default
- **30** seconds

1605-03: Door Relay Unlock Timer

(Door Relay)

This timer sets the interval that the system or PGDAD Module relay remains closed after a keyset user activates (closes) the relay. After this interval, the relay automatically returns to its open (idle) state.

Features
- *Door Box* (page 147)

IntraMail Features
- None

Options
- **1-9999** seconds
- **0** for disabled

Default
- **30** seconds

1605-04: Forced Program Exit Timer
(Program Exit)

Use this option to set the Forced Program Exit timer. If a telephone in the programming mode is inactive longer than this interval, the system automatically cancels the programming mode and makes the telephone idle.

Features
- None

IntraMail Features
- None

Options
- **1-9999** seconds
- **0** for disabled

Default
- **120** seconds

1605-05: Backlight Idle Timer
(Backlight Idle)

Use this option to set how long an extension must be idle before it reverts to its idle backlight brightness setting.

Features
- *Station Key Telephones* (page 325)

IntraMail Features
- None

Options
- **1-9999** seconds
- **0** for disabled

Default
- **6** seconds

**System
1001-1702**

Description

Use this program to adjust timers that affect incoming calls on the line (COIU) PCBs.

Options

1611-01: Minimum Ring Detect Timer
(Ring Detect)

Use this option to set the threshold for ring detection. If the ring signal is longer than this interval, the system interprets the signal as valid ringing. If the signal is equal to or shorter than this interval, the system ignores the ringing. Be sure the value you enter is compatible with the local telco. If you set this value too short, the system may detect line spikes and anomalies as ringing. If too long, the system may not properly interpret a valid ringing signal.

Features
- None

IntraMail Features
- None

Options
- **8-2040** mS

Default
- **104** mS

1611-02: Minimum Single Ring Detection Timer
(Single Ring Min)

The system uses this option to detect valid ringing signal from the connected telco or PBX. Valid single ring must be longer than this interval.

Features
- None

IntraMail Features
- None

Options
- **8-2040** mS

Default
- **1216** mS

1611-03: Minimum Double Ring Detection Off Timer

(Double Ring Min)

The system uses this option to detect valid double ring from the connected PBX. Valid double ring must be longer than this interval.

Features
- None

IntraMail Features
- None

Options
- **8-2040** mS

Default
- **288** mS

1611-04: Maximum Double Ring Detection Off Timer
(Double Ring Max)

The system uses this option to detect valid double ring from the connected PBX. Valid double ring must be less than this interval.

Features
- None

IntraMail Features
- None

Options
- **8-2040** mS

Default
- **576** mS

1611-05: Ringing Signal End Detection Timer
(Ring Stop)

Use this option to set the Ringing Signal End Detection time. If the ringing signal on a line call is interrupted for longer than this interval, the system assumes ringing has stopped and terminates the call. Set this option for compatibility with the connected telco or PBX Centrex. If this interval is set to short, valid ringing will be inadvertently cut off. If too long, the system will leave the call set up even after ringing has stopped.

Features
- None

IntraMail Features
- None

Options
- **64-16320** mS

Default
- **6016** mS

1611-06: Caller ID Detection Timer
(CID Detect)

Use this option to set the Caller ID Detection Timer. With DSP-based Caller ID, the Caller ID Detection Timer is the amount of time between the first and second ring bursts that the system can detect Caller ID digits. If this timer is set too long, the outside caller will hear ringing followed by reorder tone. If set too short, all the Caller ID digits may not be detected. This timer is only used with DSP-based Caller ID. This option does not apply to COIU PCBs.

Features
- *Caller ID* (page 63)

IntraMail Features
- *Caller ID and Voice Mail* (page 456)
- *Make Call* (page 525)

Options
- **64-16320** mS

Default
- **2944** mS

Description

Use this program to adjust timers that affect outgoing calls on the line (COIU) PCBs.

Options

1612-01: DP Break Timer
(Break Time)

Use this timer to set the duration of the Dial Pulse Break signal (i.e., relay open). This is the "off" time in a Dial Pulse digit. Set this timer for compatibility with the connected telco or PBX/Centrex. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing.

Features
- *Central Office Calls, Placing* (page 78)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **60** mS

1612-02: DP Make Timer
(Make Time)

Use this timer to set the duration of the Dial Pulse Make signal (i.e., relay closed). This is the "on" time in a Dial Pulse digit. Set this timer for compatibility with the connected telco or PBX/Centrex. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing.

Features
- *Central Office Calls, Placing* (page 78)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **40** mS

1612-03: DP Interdigit Timer
(Interdigit Time)

Use this timer to set the duration of the Dial Pulse Interdigit signal (i.e., relay open time *between* each digit). Set this timer for compatibility with the connected telco or PBX/Centrex. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing.

Features
- *Central Office Calls, Placing* (page 78)

IntraMail Features
- None

Options
- **100-9999** mS

Default
- **800** mS

1612-04: PBX/Centrex Flash Timer
(Flash 1 Time)

Use this timer to set the Flash interval. When a user flashes a line (manually or in a Speed Dial number), the system opens the line circuit for this interval. For accurate flash function, be sure to set this interval for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the telco may not always register the flash. If too long, inadvertent disconnects may occur.

Features
- *Flash* (page 177)
- *Speed Dial* (page 315)

IntraMail Features
- *Centrex Transfer* (page 460)

Options
- **16-4080** mS

Default
- **800** mS

1612-05: Flash Disconnect Timer
(Flash 2 Time)

This option is currently not implemented.

Features
- None

IntraMail Features
- None

Options
- **16-4080** mS

Default
- **2496** mS

1612-06: Ground Start Timer
(Ground Time)

Before the system can start a ground start line, the telco's tip ground must be present for longer than this interval. Set this interval for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the system may inadvertently start a line it should not set up. If too long, the system may not start lines that are functioning normally.

Features
- None

IntraMail Features
- None

Options
- **16-4080** mS

Default
- **800** mS

1612-07: Shunt Pause Timer

(Shunt Pause)

Use this option to set the Shunt Pause Timer (Dial Pulse Mute Timer) for the ATRU PCB. While dial pulsing or doing a Flash, the ATRU PCB switches a low resistance shunt across tip and ring to maintain the correct impedance on the line. When dialing or flashing is complete, the ATRU PCB waits this interval before releasing the shunt.

This option does not apply to the COIU PCB.

Features
- None

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **8** mS

16xx-Timers

161x-COI (Analog Line) Timers

1613-Loop Control

Description

Use this program to adjust timers that affect the loop on the line (COIU) PCBs.

Options

1613-01: Loop Current Detection Timer
(Loop Detect)

For loop start lines, loop current must be present for this interval before the system seizes the line. Set this interval for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the system may inadvertently seize unstable lines. If too long, the system may not properly seize a valid line.

Features
- None

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **800** mS

1613-02: Far End Disconnect Timer
(Clear Signal)

Use this option to set the loop disconnect interval for outside calls. If the system detects a loop current interruption longer than this interval it assumes the telco has disconnected the line. It then returns the line to idle. Set this interval for compatibility with the connected telco or PBX/Centrex. If you set the interval too short, lines may not properly disconnect when the far end hangs up. If you set the interval too long, the system may interpret momentary loop current interruptions as positive disconnect.

Features
- None

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **300** mS

1613-03: Power Failure Recovery Detect Timer

(Loop Recovery)

Use this option to set the Power Failure Recovery Detect time. When the ATRU or COIU PCB recovers from a power failure, it checks the power failure line for loop current for this interval. If loop current is detected, it assumes the power failure telephone is still connected and does not tear down the call. If loop current is not detected, the PCB switches the line out of the power failure mode.

Features
- None

IntraMail Features
- None

Options
- **64-16320** mS

Default
- **3008** mS

Description

Use this program to adjust the timers that affect incoming calls to analog single line telephones.

Options

1621-01: Minimum DP Break Timer

(Minimum Break)

Use this option to define the minimum amount of time the loop must be opened to properly decode the dial pulse digits sent from analog devices connected to single line PCBs. ***Change this value only if the connected analog devices are set to dial at a rate other than 10 PPS.***

Features
- None

IntraMail Features
- None

Options
- **5-1275** mS

Default
- **10** mS

1621-02: Maximum DP Break Timer

(Maximum Break)

Use this option to define the maximum amount of time the loop must be opened to properly decode the dial pulse digits sent from analog devices connected to single line PCBs. ***Change this value only if the connected analog devices are set to dial at a rate other than 10 PPS.***

Features
- None

IntraMail Features
- None

Options
- **5-1275** mS

Default
- **100** mS

1621-03: Minimum DP Make Timer

(Minimum Make)

Use this option to define the minimum amount of time the loop must be closed to properly decode the dial pulse digits sent from analog devices connected to single line PCBs. ***Change this value only if the connected analog devices are set to dial at a rate other than 10 PPS.***

Features
- None

IntraMail Features
- None

Options
- **5-1275** mS

Default
- **10** mS

System
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1621-04: Maximum DP Make Timer

(Maximum Make)

Use this option to define the maximum amount of time the loop must be closed to properly decode the dial pulse digits sent from analog devices connected to SLIU PCBs. ***Change this value only if the connected analog devices are set to dial at a rate other than 10 PPS.***

Features
- None

IntraMail Features
- None

Options
- **5-1275** mS

Default
- **100** mS

1621-05: Minimum Hookflash Timer

(Minimum Flash)

For single line PCBs, use this option to define the minimum amount of time the loop must be opened before the system starts to detect a transfer or hang up sequence. Open loop intervals shorter than the setting are ignored by the PCB.

Features
- None

IntraMail Features
- None

Options
- **5-1275** mS

Default
- **105** mS

1621-06: Maximum Hookflash Timer

(Maximum Flash)

For single line PCBs, use this option to define the maximum amount of time the loop can be opened in order for the system to detect a Transfer sequence. Open loop intervals longer than the setting are interpreted as hang up.

Features
- None

IntraMail Features
- None

Options
- **5-1275** mS

Default
- **1000** mS

1621-07: Minimum Off Hook Timer

(Minimum Off Hook)

For single line PCBs, use this option to define how long a connected analog device must remain off-hook before the system recognizes the off-hook status.

Features
- None

IntraMail Features
• None

Options
• **5-1275** mS

Default
• **105** mS

1621-08: Dial Pulse Guard Timer
(Dial Pulse Guard)

Use this option to set the interval the single line PCB waits between dial pulse digits before attempting to detect any additional DP digits. This timer helps prevent erroneous DP dialing due to hardware stabilization.

Features
• None

IntraMail Features
• None

Options
• **5-1275** mS

Default
• **350** mS

1621-09: Off Hook Guard Time
(Off Hook Guard)

Use this option to set the interval the single line PCB waits after an analog device hangs up before accepting any additional input from the device. This timer helps prevent erroneous detection due to hardware stabilization.

Features
• None

IntraMail Features
• None

Options
• **5-1275** mS

Default
• **300** mS

System
1001-1702

Description

Use this program to adjust the timers that affect outgoing calls from analog single line telephones.

Options

1622-01: Loop Disconnect Timer
(Loop Disconnect)

Use this option to determine how long the single line PCB opens the loop to the connected analog device after the far end disconnects. This timer is used only if *1403-06: Loop Disconnect for Single Line Set* (page 636) is enabled in the extension's Class of Service.

Features
- None

IntraMail Features
- None

Options
- **50-12750** mS

Default
- **2000** mS

1622-02: Ring/MW Wait Period Time
(MW Period)

Use this option to determine the ringing sequence for the devices connected single line PCBs. Because of power consumption, it is not possible to ring all analog devices on a PCB simultaneously. Instead, the card is divided into 4 groups with two ports in each group. Ringing cycles between the 4 groups, ringing each group for this interval.

Features
- None

IntraMail Features
- None

Options
- **50-12750** mS

Default
- **750** mS

Description

Use this program to adjust the timers that affect incoming T1/E1 calls.

Options

1631-01: Receive Loop Detection Timer
(Rx Loop Detect)

For loop start T1 lines, loop current must be present for this interval before the system seizes the line. Set this interval for compatibility with the T1 service provider. If you set this interval too short, the system may inadvertently seize unstable lines. If too long, the system may not properly seize a valid line.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **16-4080** mS

Default
- **48** mS

1631-02: Receive Dial Pulse Minimum Break Timer
(Rx Min Break)

Use this option to set the minimum required duration of the T1 circuit receive Dial Pulse Break signal (i.e., relay open). This is the minimum "off" time in a Dial Pulse digit. Set this timer for compatibility with the T1 service provider. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **20** mS

1631-03: Receive Dial Pulse Maximum Break Timer
(Rx Max Break)

Use this option to set the maximum allowed duration of the T1 circuit receive Dial Pulse Break signal (i.e., relay closed). This is the maximum allowed "off" time in a Dial Pulse digit. Set this timer for compatibility with the T1 service provider. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

1631-04: Receive Dial Pulse Minimum Make Timer

(Rx Min Make)

Use this option to set the minimum required duration of the T1 circuit receive Dial Pulse Make signal (i.e., relay closed). This is the minimum "on" time in a Dial Pulse digit. Set this timer for compatibility with the T1 service provider. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **12** mS

1631-05: Receive Dial Pulse Maximum Make Timer

(Rx Max Make)

Use this option to set the maximum allowed duration of the T1 circuit receive Dial Pulse Make signal (i.e., relay closed). This is the maximum allowed "on" time in a Dial Pulse digit. Set this timer for compatibility with the T1 service provider. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **76** mS

1631-06: Receive Minimum Flash Timer

(Rx Min Flash)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **16-4080** mS

Default
- **640** mS

1631-07: Receive Maximum Flash Timer

(Rx Max Flash)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **16-4080** mS

Default
- **1008** mS

1631-08: Receive Minimum Clear Signal Timer

(Rx Min Clear)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **16-4080** mS

Default
- **400** mS

**System
1001-1702**

Description

Use this program to adjust the timers that affect outgoing T1/E1 calls.

Options

1632-01: Transmit Dial Pulse Break Timer
(Tx Break Time)

Use this option to set the duration of the T1 circuit transmit Dial Pulse Break signal (i.e., relay open). This is the "off" time in a Dial Pulse digit. Set this timer for compatibility with the T1 service provider. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing.

Features
- *Central Office Calls, Placing* (page 78)
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **60** mS

1632-02: Transmit Dial Pulse Make Timer
(Tx Make Time)

Use this option to set the duration of the T1 circuit transmit Dial Pulse Make signal (i.e., relay closed). This is the "on" time in a Dial Pulse digit. Set this timer for compatibility with the T1 service provider. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing.

Features
- *Central Office Calls, Placing* (page 78)
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **40** mS

1632-03: Transmit Dial Pulse Interdigit Timer
(Tx Interdigit)

Use this option to set the duration of the T1 circuit transmit Dial Pulse Interdigit signal (i.e., relay open time *between* each digit). Set this timer for compatibility with the T1 service provider. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing.

Features
- *Central Office Calls, Placing* (page 78)
- *T1 Lines* (page 338)

IntraMail Features
• None

Options
• **16-4080** mS

Default
• **800** mS

1632-04: Transmit Flash Timer
(Tx Flash Time)

Information to be provided.

Features
• *T1 Lines* (page 338)

IntraMail Features
• None

Options
• **16-4080** mS

Default
• **800** mS

1632-05: Transmit Clear Signal Timer
(Tx Clear Time)

Information to be provided.

Features
• *T1 Lines* (page 338)

IntraMail Features
• None

Options
• **16-4080** mS

Default
• **800** mS

Description

Use this program to adjust the T1 Ring Detect timers.

Options

1641-01: Minimum Ring Detect Timer
(Ring Detect)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **8-2040** mS

Default
- **104** mS

1641-02: Single Ring Minimum Detection Timer
(Single Ring Min)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **8-2040** mS

Default
- **504** mS

1641-03: Double Ring Minimum Detection Timer
(Double Ring Min)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **104** mS

1641-04: Double Ring Maximum Detection Timer
(Double Ring Max)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **304** mS

1641-05: Ring Stop Detection Timer
(Ring Stop)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **64-16320** mS

Default
- **6016** mS

Description

Use this program to adjust the T1 Call Control timers.

Options

1642-01: Transmit Wink Timer

(TX Wink Time)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **152** mS

1642-02: Receive Minimum Wink Timer

(Rx Min Wink)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **100** mS

1642-03: Receive Maximum Wink Timer

(Rx Max Wink)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **300** mS

1642-04: Ground Start Remove Ring Timer

(GS Remove Ring)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS
- **0** for undefined (disabled)

Default
- Undefined (disabled)

Description

Use this program to adjust the E1 transmit timers.

Options

1651-01: Transmit Seize Acknowledge Timer

(Tx Seize Ack)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **100** mS

1651-02: Transmit Digit Acknowledge Timer

(Tx Digit Ack)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **100** mS

1651-03: Transmit Answer Timer

(Tx Answer)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **8-2040** mS

Default
- **304** mS

1651-04: Transmit Forced Clear Signal Timer

(Tx Forced Clear)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **16-4080** mS

Default
- **1008** mS

1651-05: Transmit Seize Signal (BZL) Timer
(Tx Seize Signal (BZL))

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **8-2040** mS

Default
- **800** mS

1651-06: Transmit Double Answer (BZL) Timer
(Tx Double Answer BZL)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **64-16320** mS

Default
- **2048** mS

Description

Use this program to adjust the E1 receive timers.

Options

1652-01: Receive Minimum Seize Acknowledge Timer

(Rx Min Seize Ack)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **100** mS

1652-02: Receive Maximum Seize Acknowledge Timer

(Rx Max Seize Ack)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **300** mS

1652-03: Receive Minimum Digit Acknowledge Timer

(Rx Min Digit Ack)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **100** mS

1652-04: Receive Maximum Digit Acknowledge Timer

(Rx Max Digit Ack)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **300** mS

1652-05: Receive Minimum Answer Timer
(Rx Min Answer)

      Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **8-2040** mS

Default
- **200** mS

1652-06: Receive Maximum Answer Timer
(Rx Max Answer)

      Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **8-2040** mS

Default
- **400** mS

1652-07: Receive Minimum Meter Pulse Timer
(Rx Min Meter Pls)

      Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **100** mS

1652-08: Receive Maximum Meter Pulse Timer

(Rx Max Meter Pls)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **4-1020** mS

Default
- **300** mS

1652-09: Receive Minimum Double Answer (BZL) Timer

(Rx Min Dbl Answer [BZL])

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **64-16320** mS

Default
- **1536** mS

1652-10: Receive Maximum Double Answer (BZL) Timer

(Rx Max Dbl Answer [BZL])

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **64-16320** mS

Default
- **3008** mS

1652-11: Receive Minimum Line Block Timer

(Rx Min Line Block)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **64-16320** mS

Default
- **2048** mS

_____

1652-12: Receive Line Block Recover Timer

(Rx Line Block Recover)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **64-16320** mS

Default
- **2048** mS

Description

Use this program to adjust the E1 MFC incoming timers.

Options

1653-01: GI Signal Timer
(GI Signal)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **1-32** seconds

Default
- **12** seconds

1653-02: GI Tone Complete Timer
(GI Tone Complete)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **1-32** seconds

Default
- **12** seconds

1653-03: GII Signal Timer
(GII Signal)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **1-32** seconds

Default
- **12** seconds

1653-04: GA Pulse Response Timer
(GA Pulse Response)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **50-600** mS

Default
- **100** mS

Description

Use this program to adjust the E1 MFC outgoing timers.

Options

1654-01: GA Response Timer
(GA Response)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **1-32** seconds

Default
- **12** seconds

1654-02: GA Tone Complete Timer
(GA Tone Complete)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **1-32** seconds

Default
- **12** seconds

1654-03: GB Response Timer
(GB Response)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **1-32** seconds

Default
- **12** seconds

1654-04: GB Tone Complete Timer
(GB Tone Complete)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **1-32** seconds

Default
- **12** seconds

1654-05: GC Response Timer
(GC Response)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **1-32** seconds

Default
- **12** seconds

1654-06: GC Tone Complete Timer
(GC Tone Complete Timer)

Information to be provided.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **1-32** seconds

Default
- **12** seconds

17xx-Speed Dial (System)
170x-Setup
1701-Format

Description

Use this program to set the maximum number of System Speed Dial bins (9, 99, or 999) that users can dial. This ***does not*** limit the number of bins you can program in *1702-Assignment (System Speed Dial Assignment)* (page 715) and set up under System Speed Dial keys.

Options

1701-01: Number of System Speed Dial Bins
(# of Speed Dials)

Use this option to designate the number of digits (1-3) in a System Speed Dial bin number.

Features
- *Speed Dial* (page 315)

IntraMail Features
- None

Options
- **1** for 9 (10 bins numbered 1-9)
- **2** for 99 (99 bins numbered 1-99)
- **3** for 999 (999 bins numbered 001-999)

Default
- **2**

Description

Use this program to enter System Speed Dial numbers in to system memory.

Options

1702-[001-999]: Select System Speed Dial Bin to Program
(Bin #)

Use this option to select the System Speed Dial bin you want to program (normally 001-999).

Features
- *Directory Dialing* (page 131)
- *Speed Dial* (page 315)

IntraMail Features
- *Centrex Transfer* (page 460)
- *External Transfer* (page 483)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled
- 21-29 for 2-digit System Speed Dial.
- 201-299 for 3-digit System Speed Dial
- 2001-2999 for 4-digit System Speed Dial,

Default
- 201-299

1702-[001-999]: System Speed Dial Bin Type
(Bin Type)

For the Personal Speed Dial bin selected, use this option to select the bin type (none, Intercom, line, or Line Group).

Features
- *Directory Dialing* (page 131)
- *Speed Dial* (page 315)

IntraMail Features
- *Caller ID and Voice Mail* (page 456)
- *External Transfer* (page 483)

Options
- **0** for none
- **1** for Intercom
- **2** for line
- **3** for Line Group

Default
- **0**

1702-[001-999]: System Speed Dial Bin Line
(Bin Line)

For a type 2 (line) Personal Speed Dial bin, use this option to select the line (1-64) the bin will use for an outgoing call.

Features
- *Call Forwarding Off Premises* (page 51)

- *Directory Dialing* (page 131)
- *Speed Dial* (page 315)

IntraMail Features
- *Caller ID and Voice Mail* (page 456)
- *External Transfer* (page 483)

Options
- **1-64** for lines 1-64

Default
- No entry

1702-[001-999]: System Speed Dial Bin Group
(Bin Group)

For a type 3 (Line Group) System Speed Dial bin, use this option to select the Line Group (90-98) the bin will use for an outgoing call.

Features
- *Directory Dialing* (page 131)
- *Speed Dial* (page 315)

IntraMail Features
- *Caller ID and Voice Mail* (page 456)
- *External Transfer* (page 483)

Options
- **90-98** for Line Groups 90-98

Default
- No entry

1702-[001-999]: System Speed Dial Bin Number
(Bin Number)

Use this option to enter the System Speed Dial number (normally up to 16 characters). A System Speed Dial number *can* be up to 32 digits long, however. The system allows this by automatically using the next adjacent bin for entries longer than 16 digits. Flash, Wait, and Pause commands count as a digit.

Features
- *Directory Dialing* (page 131)
- *Speed Dial* (page 315)

IntraMail Features
- *Caller ID and Voice Mail* (page 456)
- *External Transfer* (page 483)

Options
- **Numbers** (16 max without overflowing into next adjacent bin), using 0-9, # and *.
- **Flash** (press Feature Key 1).
- **Wait** (press Feature Key 2).
- **Pause** (press Feature Key 3).

Default
- None

1702-[001-999]: System Speed Dial Bin Name
(Bin Name)

Use this option to enter a name (up to 16 characters) for the System Speed Dial bin. When entering names, use the following *Name Programming* chart.

	Name Programming Chart								
	Press a key the indicated number of times for desired character								
Key	**1 Time**	**2 Times**	**3 Times**	**4 Times**	**5 Times**	**6 Times**	**7 Times**	**8 Times**	**9 Times**
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								
After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.									
Additional Name Programming Options									

HOLD	Save name.
SPEAKER	Exit user name programming.
Volume Up	Scroll the cursor to the right.
Volume Down	Scroll the cursor to the left.
CLEAR	• While editing, clears character to the right. • At beginning of line, erases entire entry. • At end of line, becomes a backspace key
CHECK	Restore the previous entry,

System 1001-1702

Features
- *Directory Dialing* (page 131)

IntraMail Features
- *Caller ID and Voice Mail* (page 456)
- *External Transfer* (page 483)

Options
- **Alpha-numeric characters** (16 max.). See *Name Programming Chart* above.

Default
- None

Description

Use this program to set up basic station (extension) options.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2101-01: Station Type
(Type)

Use this option to assign circuit type to station devices. All circuit types should auto-ID when the station device is plugged in.

Features
- *Direct Station Selection (DSS) Console* (page 120)
- *Station Key Telephones* (page 325)

IntraMail Features
- None

Options
- **00** for Undefined
- **01** for DSX 22 Button
- **02** for DSX 34 Button
- **03** for DSX Super Display
- **04** for DS 22 Button Non-display
- **05** for DS 22 Button Display
- **06** for DS 34 Button
- **07** for DS Super Display
- **08** for Cordless Telephone
- **09** for Single Line Telephone
- **10** for Analog Door Box
- **11** for DS 2-OPX Module

Default
- Telephones auto-ID when station is plugged in.

Station
2101-2501

2101-02: Station Name
(Name)

Use this option to assign a name (up to 16 characters) to the extension port.

Features
- *Directory Dialing* (page 131)
- *Names for Extensions and Lines* (page 249)

IntraMail Features
- *Directory Dialing* (page 469)

Options
- See the *Name Programming Chart* on the next page.

Default
- No names entered.

				Name Programming Chart					
				Press a key the indicated number of times for desired character					
Key	**1 Time**	**2 Times**	**3 Times**	**4 Times**	**5 Times**	**6 Times**	**7 Times**	**8 Times**	**9 Times**
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								
After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.									
Additional Name Programming Options									
HOLD	Save name.								
SPEAKER	Exit user name programming.								
Volume Up	Scroll the cursor to the right.								
Volume Down	Scroll the cursor to the left.								
CLEAR	• While editing, clears character to the right. • At beginning of line, erases entire entry. • At end of line, becomes a backspace key								

Name Programming Chart									
	Press a key the indicated number of times for desired character								
Key	1 Time	2 Times	3 Times	4 Times	5 Times	6 Times	7 Times	8 Times	9 Times
CHECK	Restore the previous entry,								

2101-03: Station Display Language

(Language)

Use this option to set the language for the extension's display (including system programming). You can also set this option from the keyset using the soft keys.

Features
- *Language Selection* (page 217)

IntraMail Features
- None

Options
- **1** for English
- **2** for Spanish

Default
- **1**

2101-04: Door Chime Selection

(Door Chime)

If the extension is a Door Box, use this option to select the door chime type.

Features
- *Door Box* (page 147)
- *Paging* (page 259)

IntraMail Features
- None

Options
- **0** for normal Ring Group ringing
- **1** for chime 1 (low pitch)
- **2** for chime 2 (mid range pitch)
- **3** for chime 3 (high pitch)

Default
- **0**

2101-05: Outgoing ANI ID

(ANI ID)

For E1 lines only, use this option to specify the outgoing ANI data that identifies the extension (1-4 digits appended to the system's telephone number). This option is only for E1 MFC dialing. It is not used in North America. The allowable entries are 0-9, #, and * (4 digits). By default, there is no outgoing ANI data entered.

Features
- None

IntraMail Features
- None

Options
- **Digits** (4 digits max., using 0-9, # and *.)

Default
- No entry

2101-06: Door Relay Assignment

(Door Relay)

If the extension is a Door Box, use this option to assign the Door Box relay. This option only applies to DSX-40.

Features
- *Door Box* (page 147)
- *Paging* (page 259)

IntraMail Features
- None

Options
- **0** for none
- **1** for CPU Relay 1 (DSX40-1)
- **2** for CPU Relay 2 (DSXC40-2)

Default
- **0**

Description

Use this program to customize station (extension) access options.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2102-01: Class of Service

(COS)

Use this option to assign the extension's Class of Service.

Features
- See the *Features* for each option in *14xx-COS (Class of Service)* (page 628).

IntraMail Features
- None

Options
- **1-15**

Default
- **1** for the attendant (extension 300)
- **2** for all other extensions.Default

2102-02: Station Toll Level (Day)

(Toll Level - Day)

Use this option to assign an extension's Toll Level during the day mode.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **1-7** for Toll Restriction levels 1-**7**
- **0** for no restriction

Default
- **0**

2102-03: Station Toll Level (Night)

(Toll Level - Night)

Use this option to assign an extension's Toll Level during the day mode.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **1-7** for Toll Restriction levels 1-**7**
- **0** for no restriction

Default
- **0**

2102-04: User Programming Access Level
(Pgm Level)

Use this option to set an extensions Programming Access Level. This setting determines which User Programmable Features the extension can use.

Features
- *Call Forwarding* (page 44)
- *Extension Locking* (page 166)
- *Names for Extensions and Lines* (page 249)
- *User Programmable Features* (page 368)

IntraMail Features
- None

Options
- **1-5**

Default
- **5** for the operator (extension 300)
- **3** for all other extensions

2102-05: Station PIN Code
(PIN Code)

Use this option to assign a PIN code to an extension. The PIN code is used for both Extension Locking and Walking Class of Service.

Features
- *Extension Locking* (page 166)

IntraMail Features
- None

Options
- **Digits** (4 digits required using 0-9, # and *)

Default
No entry

Description

Use this program to customize station (extension) Distinctive Ringing options.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2103-01: Day Ring Type
(Day Ring Type)

Use this option to set the *Extension Override* Ring Type option for day ring lines ringing the extension. This is the same as following the **ASSIGN** (ASGN) soft key. If this option is 0 (Standard Group), the setting you make in this option will take effect. If this option is 1-3, the setting you make in this option will only take effect if *1405-02: Station Ring Override* (page 641) is also enabled.

Features
- *Distinctive Ringing* (page 135)

IntraMail Features
- None

Options
- **0** for line (follows the setting for the line in *3113-02: Day Ring Type*)
- **1** for ring type A
- **2** for ring type B
- **3** for ring type C

Default
- **0**

2103-02: Night Ring Type
(Night Ring Type)

Use this option to set the *Extension Override* Ring Type option for night ring lines ringing the extension. This is the same as following the **ASSIGN** (ASGN) soft key. If this option is 0 (Standard Group), the setting you make in this option will take effect. If this option is 1-3, the setting you make in this option will only take effect if *1405-02: Station Ring Override* (page 641) is also enabled.

Features
- *Distinctive Ringing* (page 135)

IntraMail Features
- None

Options
- **0** for line (follows the setting for the line in *3113-03: Night Ring Type*)
- **1** for ring type A
- **2** for ring type B
- **3** for ring type C

Default
- **0**

2103-03: Delay Ring Type
(Delay Ring Type)

Use this option to set the *Extension Override* Ring Type option for delay ring lines ringing the extension. This is the same as following the **ASSIGN** (ASGN) soft key. If this option is 0 (Standard Group), the setting

you make in this option will take effect. If this option is 1-3, the setting you make in this option will only take effect if *1405-02: Station Ring Override* (page 641) is also enabled.

Features
• *Distinctive Ringing* (page 135)

IntraMail Features
• None

Options
• **0** for line (follows the setting for the line in *3113-03: Night Ring Type*)
• **1** for ring type A
• **2** for ring type B
• **3** for ring type C

Default
• **0**

2103-04: Station's Intercom Ring Tone
(ICM Ring Tone)

For the station's incoming Intercom ringing, use this option to select the Distinctive Ringing ring tone used.

Features
• *Distinctive Ringing* (page 135)

IntraMail Features
• None

Options
• **0-9** for ring tones 0-9.

Default
• **1**

2103-05: Station's Ring Group Ring Tone
(Group Ring Tone)

For the station's incoming Ring Group ringing, use this option to select the Distinctive Ringing ring tone used.

Features
• *Distinctive Ringing* (page 135)

IntraMail Features
• None

Options
• **0-9** for ring tones 0-9.

Default
• **1**

2103-06: Station's Recall Ring Tone
(Recall Ring Tone)

For the station's incoming recall ringing, use this option to select the Distinctive Ringing ring tone used.

Features
• *Distinctive Ringing* (page 135)

IntraMail Features
• None

Options
• **0-9** for ring tones 0-9.

Default
- **3**

2103-07: Station's Ring "A" Tone
(Type-A Ring Tone)

For the station's type "A" incoming ring, use this option to select the Distinctive Ringing ring tone used.

Features
- *Distinctive Ringing* (page 135)

IntraMail Features
- None

Options
- **0-9** for ring tones 0-9.

Default
- **2**

2103-08: Station's Ring "B" Tone
(Type-B Ring Tone)

For the station's type "B" incoming ring, use this option to select the Distinctive Ringing ring tone used.

Features
- *Distinctive Ringing* (page 135)

IntraMail Features
- None

Options
- **0-9** for ring tones 0-9.

Default
- **5**

2103-09: Station's Ring "C" Tone
(Type-B Ring Tone)

For the station's type "C" incoming ring, use this option to select the Distinctive Ringing ring tone used.

Features
- *Distinctive Ringing* (page 135)

IntraMail Features
- None

Options
- **0-9** for ring tones 0-9.

Default
- **8**

Description

Use this program to adjust the station (extension) display backlight brightness settings.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2104-01: Backlight Brightness While Active
(Active Brightness)

Use this option to set the telephone's backlight brightness while it is active.

Features
- *Station Key Telephones* (page 325)

IntraMail Features
- None

Options
- **0** for backlight off
- **1** - **8** for relative brightness settings 1-8

Default
- **8**

2104-02: Backlight Brightness While Idle
(Idle Brightness)

Use this option to set the telephone's backlight brightness while it is idle.

Features
- *Station Key Telephones* (page 325)

IntraMail Features
- None

Options
- **0** for backlight off
- **1** - **8** for relative brightness settings 1-8

Default
- **2**

2104-03: Key Pad Illumination
(Dial Pad Illumination)

Use this option to enable or disable the telephone's key pad illumination.

Features
- *Station Key Telephones* (page 325)

IntraMail Features
- None

Options
- **0** for off (no illumination)
- **1** for on (key pad illuminates when backlit display is active)

Default
- **1**

Station
2101-2501

Description

Use this program to enable or disable various station (extension) features.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2111-01: Allow Do Not Disturb
(Allow DND)

Use this option to enable or disable Do Not Disturb at the extension.

Features
- *Do Not Disturb* (page 143)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

2111-02: Allow Background Music
(Allow BGM)

Use this option to enable or disable Background Music at the extension.

Features
- *Background Music* (page 34)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

2111-03: Enable DSS/BLF Keys
(BLF Lamps)

Use this option to enable or disable the DSS function for an extension's Feature Keys.

Features
- *Direct Station Selection (DSS)* (page 117)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2111-04: Ringing Line Preference
(Ringing Line Pref)

Use this option to enable or disable Ringing Line Preference for the extension.

Features
- *Ringing Line Preference* (page 295)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

2111-05: Key Access for Outside Lines
(Key Line Access)

Use this option to enable or disable the extension user's ability to press a line key to access an outside line. This option *does not* restrict calls on loop keys.

Features
- *Feature Keys* (page 169)
- *Line Keys* (page 227)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

2111-06: Line Dial Up
(Line Dial Up)

Use this option to enable or disable an extension's ability to use Line Dial Up.

Features
- *Central Office Calls, Placing* (page 78)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2111-07: Retain Line Volume Setting
(Retain Line Volume)

If this option is enabled, the system remembers the user-set handset and Handsfree volume for each outside call. If disabled, the system uses a median handset and Handsfree volume setting each time the user places an outside call.

Features
- *Volume, Brightness, and Contrast Controls* (page 388)

IntraMail Features
• None

Options
• **No** (0) - Disabled
• **Yes** (1) - Enabled

Default
• **Yes** (1) - Enabled

2111-08: Answering Machine
(Answering Machine)

For systems *without* voice mail that are using a customer-provided answering machine, use this option to designate the extension as an Answering Machine. This will cause any outside call picked up by the answering machine not to be marked as answered in the Caller ID log.

Features
• *Caller ID Logging* (page 68)

IntraMail Features
• None

Options
• **No** (0) - Disabled
• **Yes** (1) - Enabled

Default
• **No** (0) - Disabled

2111-09: Personal Speed Dial
(Personal SPD)

Use this option to enable or disable Personal Speed Dial for the extension.

If the extension has this option disabled, Call Forwarding Off Premises is not available.

Features
- *Call Forwarding Off Premises* (page 51)
- *Speed Dial* (page 315)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

Description

Use this program to customize features of the station (extension) speaker.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2112-01: Automatic Handsfree
(Auto Handsfree)

Use this option to enable or disable Automatic Handsfree for the extension.

Features
• *Automatic Handsfree* (page 30)

IntraMail Features
• None

Options
• **No** (0) - Disabled
• **Yes** (1) - Enabled

Default
• **Yes** (1) - Enabled

2112-02: Headset Mode
(Headset)

Use this option to enable or disable the headset mode for the extension.

Features
• *Group Listen* (page 187)
• *Headset Compatibility* (page 198)

IntraMail Features
• None

Options
• **No** (0) - Disabled
• **Yes** (1) - Enabled

Default
• **No** (0) - Disabled

2112-03: Voice Announcements Through Speaker
(Voice Announce)

Use this option to enable or disable incoming voice-announced Intercom calls while the extension is *not* in the headset mode. If disabled, all Intercom calls to the extension ring.

Features
• *Handsfree and Handsfree Answerback* (page 195)
• *Intercom* (page 211)

IntraMail Features
• None

Options
• **No** (0) - Disabled

- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2112-04: Voice Announcements in Headset Mode
(Headset V.A.)

Use this option to enable or disable incoming voice-announced Intercom calls while the extension is in the headset mode. If enable, the user hears 2 beeps in the headset when they receive an incoming Intercom call. If disabled, the user hears ringing over the telephone speaker.

Features
- *Headset Compatibility* (page 198)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

2112-05: Handsfree Reply (Handsfree Answerback)
(Handsfree Reply)

Use this option to enable or disable Handsfree reply (Handsfree Answerback) for the extension.

Features
- *Handsfree and Handsfree Answerback* (page 195)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

2112-06: Paging Through Speaker
(Paging)

Use this option to enable or disable the ability of the keyset extension to receive Paging through the telephone speaker.

Features
- *Paging* (page 259)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

Station 2101-2501

Description

Use this program to assign the various groups to which the station (extension) belongs.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2113-01: Dial 9 Group

(Dial 9 Group)

Assign the line group (90-98) the extension accesses when the user dials 9 for an outside line or presses a Switched Loop key.

Features
- *Central Office Calls, Placing* (page 78)
- *Line Group Routing* (page 223)

IntraMail Features
- None

Options
- **90-98** for Line Groups 90-98

Default
- **90**

2113-02: Ring Group

(Ring Group)

Use this option to designate to which Ring Group the extension or Door Box belongs.

Features
- *Door Box* (page 147)
- *Group Ring* (page 189)

IntraMail Features
- *Group Mailbox* (page 497)

Options
- **1**-**8** (Ring Groups 1-8)
- **0** (none)

Default
- **0**

2113-03: Pickup Group
(Pickup Group)

Use this option to assign the extension to a Pickup Group.

Features
- *Group Call Pickup* (page 184)

IntraMail Features
- None

Options
- **1**-**8** (pickup groups 1-8)
- **0** (unassigned)

Default
- **0**

2113-04: Privacy Group
(Privacy Group)

Use this option to assign an extension to a Privacy Release Group.

Features
- *Privacy Release Groups* (page 278)

IntraMail Features
- None

Options
- **1**-**16** for Privacy Release Groups 1-16
- **0** for unassigned

Default
- **0**

2113-05: Page Group (Zone)
(Page Group)

Use this option to assign the extension to a page zone.

Features
- *Paging* (page 259)

IntraMail Features
- None

Options
- **1-7** for Paging Groups 1-7
- **0** for All Call only

Default
- **1**

Description

Used this program to customize the off-hook options for the station (extension).

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2114-01: Prime Line Type
(Prime Line Type)

Use this option to set the extension's Prime Line type (none, key, line, or Line Group).

Features
• *Prime Line Preference* (page 274)

IntraMail Features
• None

Options
• **0** for none
• **1** for key
• **2** for line
• **3** for Line Group

Default
• **1** for key

2114-01: Prime Line Key
(Prime Line Key)

If *2114-01: Prime Line Type* is set for key (1), use this option to select the key assigned as the extension's Prime Line.

Features
• *Direct Station Selection (DSS)* (page 117)
• *Prime Line Preference* (page 274)

IntraMail Features
• None

Options
• **1-24** (Feature Keys 1-24)
• **00** for Intercom Prime Line

Default
• **00** for Intercom Prime Line

2114-01: Prime Line Line
(Prime Line Line)

If *2114-01: Prime Line Type* is set for line (2), use this option to select the line the extension seizes when the user lifts the handset. The line does not have to be on a Feature Key appearing on the phone. Also use this option to set up Prime Line for single line telephones.

Features
• *Prime Line Preference* (page 274)

IntraMail Features
• None

<u>*Options*</u>
- **1-64** (lines 1-64)

<u>*Default*</u>
- **1**

2114-01: Prime Line Group

(Prime Line Group)

If *2114-01: Prime Line Type* is set for line (3), use this option to select the Line Group the extension seizes when the user lifts the handset. The line does not have to be on a Feature Key appearing on the phone. Also use this option to set up Prime Line for single line telephones.

<u>*Features*</u>
- *Prime Line Preference* (page 274)

<u>*IntraMail Features*</u>
- None

<u>*Options*</u>
- **90-98** (Line Groups 90-98)

<u>*Default*</u>
- **90**

2114-02: Station Ring Down Type
(Ring Down Type)

Use this option to set the extension's Ring Down type (none, extension, System Speed Dial, or Personal Speed Dial).

Features
- *Cordless Telephone* (page 94)
- *Ringdown Extension* (page 293)

IntraMail Features
- None

Options
- **0** for none
- **1** for extension
- **2** for System Speed Dial
- **3** for Personal Speed Dial

Default
- **0** for none

2114-02: Station Ring Down Destination
(Ring Down Dest)

Use this option to assign the extension's Ring Down destination. Depending on the setting of *2114-02: Station Ring Down Type*, the destination can be an extension, a UCD or Ring Group master number, the voice mail master number, or a Speed Dial bin. The Ringdown destination cannot be an outside line.

Also use this option to designate the extension associated with the cordless telephone base unit *Desk* button.

Features
- *Cordless Telephone* (page 94)
- *Ringdown Extension* (page 293)

IntraMail Features
- None

Options
- For type **1** (extension) Ring Down:
  - **Extension number**
  - **UCD Group master number** (700-707)
  - **Voice Mail master number** (700)
  - **Ring Group master number** (600-607)
- For type **2** (System Speed Dial) Ring Down:
  - **System Speed Dial bin** (#201-#299)
- For type **3** (Personal Speed Dial) Ring Down:
  - **Personal Speed Dial bin** (#701-#720)

Default
- **0** for None (Ring Down disabled)

Station 2101-2501

2114-03: Station's Operator Extension Number
(Operator Ext)

Assign the extension's operator. This is the co-worker the extension user reaches when they dial 0.

Features
- *Attendant Position* (page 24)

IntraMail Features
- None

Options
- **Extension number**
- **None** (Entered by pressing **CLEAR**)

Default
- **300**

Description

Use this program to set the Extension Hunting and DID Intercept options for the extension (station).

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Sample Hunt Group Programming

Circular Hunting

Circular Hunting Programming (for 301, 303 and 304)	
2115-01: Hunt Type	Enter the same Hunt Type for all three extensions: 1 = Ring No Answer Line 2 = Busy/Ring No Answer Line 3 = Busy/Ring No Answer All Calls 4 = Busy Line
2115-01: Hunt Destination	
301	303
303	304
304	301 (This causes hunting to loop back to 301)
1603-01: Transfer Recall Timer	This timer sets how long an outside call waits at a busy member extension. It also sets how long a call rings each member extension as it cycles through the group.
1601-02: DIL No Answer Timer	This timer sets how long a DIL rings its destination member extension before cycling through the group.

Terminal Hunting

Terminal Hunting Programming (for 301 and 303)	
2115-01: Hunt Type	Enter the same Hunt Type for all three extensions: 1 = Ring No Answer Line 2 = Busy/Ring No Answer Line 3 = Busy/Ring No Answer All Calls 4 = Busy Line
2115-01: Hunt Destination	
301	303
303	304
304	Press **CLEAR** to undefine entry. (Hunting stops at 304.)
1603-01: Transfer Recall Timer	This timer sets how long an outside call waits at a busy member extension. It also sets how long a call rings each member extension as it cycles through the group.
1601-02: DIL No Answer Timer	This timer sets how long a DIL rings its destination member extension before cycling through the group.

**Station
2101-2501**

UCD Hunting

UCD Hunting Programming (for 301, 303 and 304 with master 701)	
2115-01: Hunt Type	Enter the Hunt Type 5 for all three extensions.
2115-01: UCD Group Master Number	Enter 701 for all three extensions.
2302-01: UCD Group Overflow Destination	Enter 305
1601-04: UCD No Answer Timer	This timer sets when UCD overflow occurs. When all UCD agents are busy, a queued call rings for this interval and then overflows to the destination set in *2302-01: UCD Group Overflow Destination*.

Options

2115-01: Hunt Type
(Hunt Type)

Use this option to assign the hunt type for the extension.

Features
• *Extension Hunting* (page 154)

IntraMail Features
• *Extension Hunting to Voice Mail* (page 478)

Options
• **0** for none
• **1** for Ring No Answer Line
• **2** for Busy/Ring No Answer Line
• **3** for Busy/Ring No Answer All Calls
• **4** for Busy Line
• **5** for Uniform Call Distribution (UCD)

Default
• **0**

2115-01: Hunt Destination
(Hunt Destination)

For type 1-4 hunting only, use this option to assign the next extension in the Circular or Terminal Hunt Group.

Features
• *Extension Hunting* (page 154)

IntraMail Features
• *Extension Hunting to Voice Mail* (page 478)

Options
• **Extension number** (0-999)
• **None** (entered by pressing **CLEAR**)

Default
• **None**

2115-01: UCD Group Master Number
(Hunt Master)

For type 5 hunting only, use this option to assign the hunt group

Features
- *Extension Hunting* (page 154)

IntraMail Features
- None

Options
- **700** (UCD Group 1) through **707** (UCD Group 8)
- **None** (entered by pressing **CLEAR**)

Default
- **None**

2115-02: DID Station Intercept Type

(DID Intercept Type)

Use this option to set the extension's DID Intercept type. Intercept can occur when the extension is busy, in Do Not Disturb, or unanswered.

Features
- *Direct Inward Dialing* (page 99)

IntraMail Features
- None

Options
- **0** for none
- **1** for Busy/DND
  - DID Intercept occurs when the extension is busy or in Do Not Disturb.
- **2** for Ring No Answer
  - DID Intercept occurs when the extension is unanswered.
- **3** for Busy/DND and Ring No Answer
  - DID Intercept occurs when the extension is busy, in Do Not Disturb, or is unanswered.

Default
- **0**

2115-02: DID Station Intercept Destination

(DID Intercept Destination)

Use this option to set the extension's DID Intercept destination. When DID Intercept occurs, the incoming DID call routes to the destination specified in this option. The destination can be an extension, a UCD or Ring Group master number, or the voice mail master number.

For Ring No Answer Intercept, intercept occurs after the *1601-02: DIL No Answer Timer* interval. If the call is not picked up at the intercept destination (or intercept is not programmed to pick up the call), the call follows the line overflow routing.

Features
- *Direct Inward Dialing* (page 99)

IntraMail Features
- None

Options
- **Extension number** (0-999)
- **UCD Group master number** (700-707)
- **Voice Mail master number** (700)
- **Ring Group master number** (600-607)

Default
- **300**

Description

Use this program to set the station (extension) Off-Hook Signaling options.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2116-01: Off Hook Signaling for Incoming Intercom Calls
(OHS Intercom)

Use this option to assign an extension's Off-Hook Signaling mode for incoming Intercom calls. The options are no signaling, Call Waiting beeps, and Voice Over.

Features
- *Call Waiting / Camp-On* (page 58)
- *Off-Hook Signaling* (page 255)
- *Voice Over* (page 385)

IntraMail Features
- None

Options
- **0** for no signaling
- **1** for Camp-On
- **2** for Voice Over

Default
- **1**

2116-02: Off Hook Signaling for Calls from Hotline Partner
(OHS Hotline)

Use this option to assign an extension's Off-Hook Signaling options for calls from the Hotline partner. Refer to *Call Waiting / Camp-On* (page 58) and *Voice Over* (page 385) for additional programming information.

Features
- *Hotline* (page 207)
- *Off-Hook Signaling* (page 255)
- *Voice Over* (page 385)

IntraMail Features
- None

Options
- **0** for none
- **1** for Camp-On (Hotline call from partner will send Camp-On tones).
- **2** for Voice Over (Hotline call from partner will initiate Voice Over).

Default
- **0**

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2116-03: Off Hook Signaling for Incoming Outside Calls
(OHS Lines)

To have the system audibly alert the operator when outside calls are waiting, assign an extension's Off-Hook Signaling options for outside calls (no Off-Hook Signaling, Call Wait beeps over speaker, or Off-hook ringing).

Features
- *Attendant Position* (page 24)
- *Caller ID* (page 63)
- *Off-Hook Signaling* (page 255)

IntraMail Features
- None

Options
- **0** for no Off-Hook Signaling
- **1** for Call Wait beeps over the telephone speaker
- **2** for Off-hook ringing

Default
- **2**

Description

Use this program to set up Caller ID Logging at the extension (station).

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2117-01: Caller ID Log Type
(CID Log Type)

Use this option to specify the type of Caller ID Logging at an extension (none, personal, or group). With personal logging, an extension's records are stored on their phone. With group logging, all extensions within the same Caller ID logging group share the same records. If the number of records is exceeded at the extension or in a group, new call records overwrite old call records (FIFO, or first-in, first-out).

Features
- *Caller ID Logging* (page 68)

IntraMail Features
- None

Options
- **0** for none
- **1** for personal
- **2** for group

Default
- **1**

2117-01: Caller ID Log Size
(CID Log Size)

If *2117-01: Caller ID Log Type* is 1 (personal), use this option to specify the number of Caller ID records the extension should have.

Features
- *Caller ID Logging* (page 68)

IntraMail Features
- None

Options
- **1-99** Caller ID records

Default
- **10**

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2117-01: Caller ID Log Group

(CID Log Group)

If *2117-01: Caller ID Log Type* is 2 (group), use this option to specify to which Caller ID Logging Group the extension belongs.

Features
- *Caller ID Logging* (page 68)

IntraMail Features
- None

Options
- **1-8** (Caller ID Logging Group 1-8)

Default
- **1**

Description

Use this program to assign the Feature Keys on a keyset. The defaults are as follows:

- In DSX-80/160, keys 1-12 are line keys for lines 1-12 and keys 13-24 are undefined.
- In DSX-40, keys 1-8 are line keys for lines 1-8 and keys 9-24 are undefined.
- For attendants:
  - Key 12 (on 22-button) or key 24 (on 34-button) is an Operator Call Key.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

The following chart shows the available extension Feature Key assignments.

Extension Feature Key Assignments (Page 1 of 5)			
Key Type	**Description**	**Key Code and Data**	**Operation**
Undefined	Use this option to designate a Feature Key as undefined (no function).	**00**	N/A
Loop Key (Switched) (page 233)	Use this option to assign a Feature Key as a Switched Loop key.	**01**	• Press the key to place or answer call.
	Busy Lamp Field (BLF) **Off** . . . . .Loop key idle. **On (green)** . . . .You are busy on a loop key call. **Slow Flash** . . . .Line is ringing.		
Loop Key (Fixed) (page 233)	Use this option to assign a Feature Key as a Fixed Loop key.	**02 + nn (Line Group 90-98)**	
	Busy Lamp Field (BLF) **Off** . . . . .Loop key idle. **On (green)** . . . .You are busy on a loop key call. **Slow Flash** . . . .Line is ringing.		
Line (page 227)	Use this option to assign a Feature Key as a line key.	**03 + nn (line number)**	• Press the key to place or answer call.
	Busy Lamp Field (BLF) **Off** . . . . .Line is idle or not installed. **On** . . . . .Line is busy. **Slow Flash** . . . .Line is ringing.		
Park Orbit (page 266)	Use this option to assign a Feature Key as a Park Orbit key.	**04 + nn (Park Orbit 60-69)**	• Press key to Park or retrieve parked call.
	Busy Lamp Field (BLF) **Off** . . . . .Orbit is idle. **On** . . . . .Orbit is holding a parked call. **Wink On** . . . . . .Orbit is holding a call you parked.		

Extension Feature Key Assignments (Page 2 of 5)			
Key Type	**Description**	**Key Code and Data**	**Operation**
Hotline (page 207)	Use this option to assign a Feature Key as a Hotline key. A keyset user can use the **#HL** user-programmable procedure to change the Hotline assignments on their console.	**05 + nnn (extension number)**	• Press key to call Hotline partner.
	Busy Lamp Field (BLF) **Off** . . . . .Partner extension is idle. **On** . . . . .Partner extension is busy or ringing. **Fast Flash**. . . . .Partner extension is in Do Not Disturb.		
Call Coverage Immediate Ring (page 40)	Use this option to assign a Feature Key as an immediately ringing Call Coverage Key.	**06 + nnn (extension number)**	• Press key to call covered extension or pick up ringing call.
	Busy Lamp Field (BLF) **Off** . . . . .Covered extension is idle. **On** . . . . .Covered extension is busy. **Fast Flash**. . . . .Covered extension is in Do Not Disturb. **Slow Flash** . . . .Covered extension is ringing.		
Call Coverage No Ring (page 40)	Use this option to assign a Feature Key as a lamp only (no ring) Call Coverage Key.	**07 + nnn (extension number)**	• Press key to call covered extension or pick up ringing call.
	Busy Lamp Field (BLF) **Off** . . . . .Covered extension is idle. **On** . . . . .Covered extension is busy. **Fast Flash**. . . . .Covered extension is in Do Not Disturb. **Slow Flash** . . . .Covered extension is ringing.		
Call Coverage Delay Ring (page 40)	Use this option to assign a Feature Key as a delayed ringing Call Coverage Key.	**08 + nnn (extension number)**	• Press key to call covered extension or pick up ringing call.
	Busy Lamp Field (BLF) **Off** . . . . .Covered extension is idle. **On** . . . . .Covered extension is busy. **Fast Flash**. . . . .Covered extension is in Do Not Disturb. **Slow Flash** . . . .Covered extension is ringing.		
Group Pickup Immediate Ring (page 184)	Use this option to assign a Feature Key as an immediately ringing Group Call Pickup key.	**09 + nn (Pickup Group 01-16)**	• Press key to answer call ringing Pickup Group.
	Busy Lamp Field (BLF) **Off** . . . . .No call is ringing the pickup group. **Slow Flash** . . . .A call is ringing the pickup group.		

Extension Feature Key Assignments (Page 3 of 5)			
Key Type	**Description**	**Key Code and Data**	**Operation**
Group Pickup No Ring (page 184)	Use this option to assign a Feature Key as a lamp only (no ring) Group Call Pickup key.	**10 + nn (Pickup Group 01-16)**	• Press key to answer call ringing Pickup Group.
	Busy Lamp Field (BLF) **Off** . . . . .No call is ringing the pickup group. **Slow Flash** . . . .A call is ringing the pickup group.		
Group Pickup Delay Ring (page 184)	Use this option to assign a Feature Key as a delay ring Group Call Pickup key.	**11 + nn (Pickup Group 01-16)**	• Press key to answer call ringing Pickup Group.
	Busy Lamp Field (BLF) **Off** . . . . .No call is ringing the pickup group. **Slow Flash** . . . .A call is ringing the pickup group.		
Page Zone (page 259)	Use this option to assign a Feature Key as a Page Zone key.	**13 + n (Page Zone 1-7, 0 for All Call)**	• Press key to Page into assigned zone.
	Busy Lamp Field (BLF) **On** . . . . .The assigned Page zone is busy. **Off** . . . . .The assigned Page zone is idle.		
System Speed Dial (page 315)	Use this option to assign a Feature Key as a System Speed Dial key. You assign the key to specific System Speed Dial bin. • There is no BLF for this key type.	**14 + nnn (bin 001-999)**	• Press key to dial stored number.
Personal Speed Dial (page 315)	Use this option to assign a Feature Key as a Personal Speed Dial key. You assign the key to a specific Personal Speed Dial bin. • There is no BLF for this key type.	**15 + nnn (bin 1-20)**	• Press key to dial stored number.
Call Timer (page 55)	Use this option to assign a Feature Key as a Call Timer key. There are two types of timer key: manual and automatic.	**16 + n (1=manual, 2=automatic)**	• Press key to start or stop Call Timer.
	Busy Lamp Field (BLF) **On** . . . . .Call Timer on. **Off** . . . . .Call Timer off.		
Voice Mail Record (page 372)	Use this option to assign a Feature Key as a voice mail Record key. • You must have voice mail installed to use this key. • A voice prompt and periodic beep will remind you that your calls are being recorded.	**17 + nnn (extension number of valid Subscriber Mailbox)**	• Press key to record conversation into mailbox.
	Busy Lamp Field (BLF) **On** . . . . .Conversation Record is being set up. **Off** . . . . .Conversation Record is off. **Fast Flash**. . . . .Conversation Record is on.		

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	Extension Feature Key Assignments (Page 4 of 5)		
Key Type	**Description**	**Key Code and Data**	**Operation**
Night (page 252)	Use this option to assign a Feature Key as a Night key. There are two options: *System Night* key and *UCD Night* key. The *System Night* key puts all Key Ring lines and lines terminated to Ring Group master numbers into the night mode. The *UCD Night* key puts all lines terminated to the UCD Group master number into the night mode.	**18 + CLEAR** (System Night key) **18 + UCD Group master number** (UCD Night key)	• Press key to put Key Ring lines and lines terminated to Ring Group master into night mode. OR • Press key to put lines terminated to UCD master into night mode.
	Busy Lamp Field (BLF) **On** . . . . .Night mode is on. **Off** . . . . .Night mode is off.		
Split (page 323)	Use this option to assign a programmable key as a Split key.	**20**	See *Split (Alternate)* (page 323) for more.
Intercom Directory Dialing (page 131)	Use this option to assign a programmable key as an Intercom Directory Dialing key.	**21**	• Press key to access Intercom Directory Dialing.
	Busy Lamp Field (BLF) **On** . . . . .Intercom Directory Dialing is active (being used). **Off** . . . . .Intercom Directory Dialing is inactive (off).		
Reverse Voice Over Key (page 289)	Use this option to assign a Feature Key as a Reverse Voice Over key.	**23 + nnn (extension number)**	• While on a handset call, press key to place a private Intercom call to covered extension.
	Busy Lamp Field (BLF) **Off** . . . . .Assigned extension is idle. **On** . . . . .Assigned extension is busy or ringing **Fast Flash**. . . . .Assigned extension is in Do Not Disturb.		
Message Center (page 372)	Use this option to assign a Feature Key as a Message Center key.	**24 + nnn (extension number)**	• Press key to call Message Center Mailbox.
	Busy Lamp Field (BLF) **Off** . . . . .No messages waiting in the Message Center Mailbox. **Fast Flash**. . . . .Messages waiting in the Message Center Mailbox.		

Extension Feature Key Assignments (Page 5 of 5)			
Key Type	**Description**	**Key Code and Data**	**Operation**
Save Number Dialed (page 298)	Use this option to assign a Feature Key as a Save Number Dialed key. • There is no BLF for this key type.	**25**	<u>While on a call:</u> • Press key to save the number you just dialed. <u>While idle:</u> • Press key to redial a previously saved number.
Account Code (page 14)	Use this option to assign a Feature Key as an Account Code key.	**26**	1. Place or answer outside call. 2. Press key. 3. Enter Account Code. 4. Press key to return to the call.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . .Not in Account Code mode or not entering Account Codes. **Fast Flash**. . . . .In the Account Code entry mode. **On** . . . . .On a call for which the user has entered an Account Code.		
Call Forwarding (page 44)	Use this option to assign a Feature Key as a Call Forwarding key.	**27**	• Press key instead of pressing **INTERCOM** and dialing ***3**.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . .Extension not call forwarded or in the Call Forwarding setup mode. **Fast Flash**. . . . .In the Call Forwarding setup mode. **Wink Off** . . . . .Extension has Call Forwarding enabled.		
Headset (page 198)	Use this option to assign a Feature Key as a Headset key.	**28**	• Press key to enable or disable headset mode.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . .Extension is not in the headset mode. **On** . . . . .Extension is in the headset mode.		

Options

2121-[01 to 24]: Feature Key Codes

(Key xx Type)

Use this option to enter the key codes for an extension's Feature Keys. Refer to *Extension Feature Key Assignments* (page 753) for the specifics.

Features
- Refer to *Extension Feature Key Assignments* (page 753).

IntraMail Features
- None

Options
- Refer to *Extension Feature Key Assignments* (page 753).

Default
- In DSX-80/160, keys 1-12 are line keys for lines 1-12 and keys 13-24 are undefined.
- In DSX-40, keys 1-8 are line keys for lines 1-8 and keys 9-24 are undefined.
- For attendants:
  - Key 12 (on 22-button) or key 24 (on 34-button) is an Operator Call Key.

2121-[01 to 24]: Feature Key Data

(Key xx Data)

Use this option to enter the data (if any) associated with a Feature Key code. Refer to *Extension Feature Key Assignments* (page 753) for the specifics.

Features
- Refer to *Extension Feature Key Assignments* (page 753).

IntraMail Features
- None

Options
- Refer to *Extension Feature Key Assignments* (page 753).

Default
- In DSX-80/160, keys 1-12 are line keys for lines 1-12 and keys 13-24 are undefined.
- In DSX-40, keys 1-8 are line keys for lines 1-8 and keys 9-24 are undefined.
- For attendants:
  - Key 12 (on 22-button) or key 24 (on 34-button) is an Operator Call Key.

Description

Use this program to set up Distinctive Ringing Key Ring Override at the extension (station).

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2122-[01 to 24]: Key Ring Override
(Key xx Ring)

Use this option to set up Key Ring Override from system programming.

Features
- *Distinctive Ringing* (page 135)

IntraMail Features
- None

Options
- **0** for line (follows the setting for the line in *3113-03: Night Ring Type*)
- **1** for ring type A
- **2** for ring type B
- **3** for ring type C

Default
- **0**

Description

Use this program to set up the station (extension) DSS/BLF keys.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2123-[01-24]: DSS/BLF Key Assignments
(Key xx Type)

Use this option to program an extension's DSS keys. Feature Keys automatically become DSS keys when the user press **INTERCOM**. While in the DSS mode, the extension has one button Intercom access and a Busy Lamp Field for the assigned co-worker. By default, BLF keys are undefined.

Features
- *Direct Station Selection (DSS)* (page 117)

IntraMail Features
- None

Options
- **Extension number** (0-999) for stations only (not UCD Groups or Ring Groups)
- **Undefined**

Default
- **Undefined**

Description

Use this program to customize the Super Display Telephone idle menu soft keys.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2124-[01-12]: Idle Menu Soft Key Assignments (Super Display)
(xx Key xx Type)

Use this option to customize the Super Display Telephone idle menu soft keys. You can tailor the idle mode display to meet the needs of each Super Display Telephone user. The first chart below shows the default idle menu soft key assignments. The second chart shows all the available idle mode soft keys, their definitions, and the related programming codes. When an extension's soft keys are customized, the user must take some action at the telephone (such as lifting and replacing the handset) before the change takes effect.

Features
- *Programmable Idle Menu Soft Keys (Super Display)* (page 282)

IntraMail Features
- None

Options
- See the following charts.

Default
- See the following charts.

Super Display Telephone Default Idle Menu Soft Key Assignments			
Key	**Display**	**Display**	**Key**
1	**DIRECTORY**	(BLANK)	7
2	**PROGRAM**	(BLANK)	8
3	**V-MAIL --**	(BLANK)	9
4	**CALLS --**	**SP DIAL 1**	10
5	**PAGE**	**SP DIAL 2**	11
6	(BLANK)	(BLANK)	12

Super Display Telephone Idle Menu Soft Key Options (Page 1 of 2)		
Entry	**Display**	**Description**
00	**UNDEFINED**	The key has no function and the idle menu display is blank.
01	**DIRECTORY**	Press to access additional soft keys for Intercom, System Speed Dial, and Personal Speed Dial Directory Dialing.
02	**INTERCOM**	Press to directly access Intercom Directory Dialing.
03	**PERSONAL**	Press to directly access Personal Speed Dial Directory Dialing.

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	Super Display Telephone Idle Menu Soft Key Options (Page 2 of 2)	
Entry	**Display**	**Description**
04	**COMPANY**	Press to directly access System Speed Dial Directory Dialing.
05	**PROGRAM**	Press to program the following: • Call Forwarding • Call Screening • Distinctive Ringing • Handsfree Reply • Intercom Voice Announce and Forced Intercom Ringing • Language Selection • Name Programming • Speed Dial • Volume for Ringing, Off-Hook Ringing, and Page
06	**V-MAIL**	Press to call your voice mail mailbox. This soft key also shows the number of new messages in your mailbox.
07	**CALLS**	Press to review your Caller ID log. This soft key also shows the number of new calls you have not yet reviewed.
08	**PAGE**	Press to initiate a Page announcement.
09	**SP DIAL 1**	Press to access Personal Speed Dial bins 701-710. The display shows the Speed Dial numbers (or names - if programmed).
10	**SP DIAL 2**	Press to access Personal Speed Dial bins 711-720. The display shows the Speed Dial number (or name - if programmed).
11-30	**PERS SPDL BIN 1-20**	Press to access the associated Personal Speed Dial bin (701-720). The display shows the Speed Dial number (or name - if programmed).

Description

Use this program to set up the station (extension) access to outside lines.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2131-[01-64]: Line Access
(xx Line xx Access)

Use this option to set the extension's access options for lines (no access, incoming only, outgoing only, or full access).

Features
- *Central Office Calls, Answering* (page 74)
- *Central Office Calls, Placing* (page 78)
- *Direct Inward Line* (page 109)
- *Forced Line Disconnect* (page 182)
- *Group Call Pickup* (page 184)
- *Last Number Redial* (page 219)
- *Line Group Routing* (page 223)
- *Line Groups* (page 225)
- *Line Keys* (page 227)
- *Loop Keys* (page 233)
- *Privacy Release Groups* (page 278)
- *Private Line* (page 280)
- *Speed Dial* (page 315)

IntraMail Features
- None

Options
- **0** for no access
- **1** for incoming access only
- **2** for outgoing access only
- **3** for full access

Default
- **3** for all extensions

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Description

Use this program to set up the station (extension) ringing for outside lines.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2132-[01-64]: Line Ringing
(xx Line xx Ring)

Use this option to set the extension's ringing assignments for lines (lamp only, day and night ringing, night ringing only, and delay ringing day and night).

Features
- *Central Office Calls, Answering* (page 74)
- *Delayed Ringing* (page 95)
- *Group Call Pickup* (page 184)
- *Key Ring* (page 214)
- *Line Keys* (page 227)
- *Loop Keys* (page 233)
- *Night Service / Night Ring* (page 252)
- *Private Line* (page 280)

IntraMail Features
- None

Options
- **0** for lamp only (no ringing) day and night
- **1** for day and night ringing
- **2** for night ringing only
- **3** for delay ringing day and night

Default
- DSX-80/160

   1 for extensions 300-315

   0 for all other extensions
- DSX-40

   1 for all extensions

Description

Use this option to set the station (extension) access to Line Groups 90-98.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2133-[01-64]: Line Group Access
(xx Group xx Access)

Use this option to enable or disable the extension's outgoing access to each Line Group (90-98).

Features
- *Line Group Routing* (page 223)
- *Line Groups* (page 225)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

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Description

Use this program to assign the station (extension) mailbox type.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2141-01: Station Mailbox Type
(Mailbox Type)

Use this option to set the extension's mailbox type. The mailbox can be either a personal mailbox (assigned just to the extension) or a group mailbox (shared by all members of the extension's Ring Group). An extension's mailbox is not accessible when it is disabled (even though its stored messages and configuration are retained in memory.) If disabled, a user pressing **V-MAIL** will initiate a remote logon and be asked to enter their mailbox number. A voice prompt then announces, *"That mailbox does not exist."*

Features
- *Voice Mail* (page 372)

IntraMail Features
- *Group Mailbox* (page 497)
- *Guest Mailbox* (page 503)
- *Subscriber Mailbox* (page 574)

Options
- **0** for none
- **1** for personal
- **2** for group

Default
- **1**

Description

Use this program to set up the Station Mailbox.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2142-01: Number of Messages
(# of Messages)

Use this option to set the maximum number of messages that can be left in the Subscriber Mailbox. If a caller tries to leave a message once this limit is reached, they hear, "*That mailbox is full.*" IntraMail then hangs up. (If a mailbox approaches the message limit as multiple incoming messages are being recorded, it may be possible to temporarily receive more than the maximum number of messages.)

Features
- None

IntraMail Features
- *Message Storage Limit* (page 548)

Options
- **1-99** messages

Default
- **20**

2142-02: Message Retention
(Msg Retention)

Use this option to determine how long a Subscriber Mailbox will retain saved messages. If a message is left in a Subscriber Mailbox longer than this interval, IntraMail deletes it.

Features
- None

IntraMail Features
- *Message Retention* (page 547)

Options
- **1-99** days
- **0** for indefinite

Default
- **0**

2142-03: System Administrator
(System Admin)

Use this option to designate the Subscriber Mailbox as a System Administrator. This allows the subscriber to use the **SA** options after logging onto their mailbox.

Features
- None

IntraMail Features
- *System Administrator* (page 576)
- *System Administrator Mailbox* (page 578)

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Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2142-04: Station Mailbox Voice Prompt Language
(Voice Prompts)

Use this option to set the Station Mailbox voice prompt language. You can choose either the Primary Language or the Secondary Language. To activate a different primary or Secondary Language, see *4203-Voice Prompts (Active System Voice Prompt Languages)* (page 879).

Features
- None

IntraMail Features
- *Bilingual Voice Prompts* (page 443)

Options
- **1** for Primary Language
- **2** for Secondary Language

Default
- **1** for Primary Language

Description

Use this program to customize various Station Mailbox options.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2143-01: Message Playback Order
(Playback Order)

Use this option to set the Subscriber Mailbox message playback order. When a subscriber listens to their messages, IntraMail can play the oldest messages first (first-in-first-out, or FIFO), or the newest messages first (last-in-first-out, or LIFO).

Features
- None

IntraMail Features
- *Message Playback Direction* (page 543)

Options
- **1** for LIFO
- **2** for FIFO

Default
- **1**

2143-02: Auto Erase/Save of Messages
(Auto Erase/Save)

Use this option to determine what happens when a Subscriber Mailbox user completely listens to a new message and then exits their mailbox without either saving (**SA**) or erasing (**E**) the message. Depending on the setting of this option, IntraMail will either automatically save or erase the message. If the mailbox user hangs up before listening to the *entire* new message, IntraMail retains the message as a new message.

Features
- None

IntraMail Features
- *Auto Erase or Save* (page 429)

Options
- **1** for Auto Save
- **2** for Auto Erase

Default
- **1**

2143-03: Auto Time Stamp
(Auto Time Stamp)

Use this option to enable or disable Auto Time Stamp for the Subscriber Mailbox. If enabled, after the subscriber listens to a message IntraMail will announce the time and date the message was left. Auto Time Stamp will also announce the message sender (if known).

Features
- None

IntraMail Features
- *Auto Time Stamp* (page 431)

<u>*Options*</u>
- **No** (0) - Disabled
- **Yes** (1) - Enabled

<u>*Default*</u>
- **No** (0) - Disabled

2143-04: Message Waiting Lamp

(MW Lamp)

Use this option to enable or disable Message Waiting lamping at the extension associated with the Subscriber mailbox. For Subscriber Mailboxes, you should leave this option enabled. For Guest Mailboxes, you should leave this option disabled. ***Disabling this option will also disable Message Notification.***

Features
- None

IntraMail Features
- *Message Notification* (page 535)
- *Message Waiting Lamp* (page 549)
- *Subscriber Mailbox* (page 574)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

2143-05: Recording Conversation Beep

(Rec Conv Beep)

Use this option to enable or disable the Conversation Record beep. If enabled, all parties on a call will hear the voice prompt "*Recording*" followed by a beep when the extension user initiates Conversation Record. If disabled, the voice prompt will not occur. When you disable the Conversation Record beep, the following voice prompts do not occur while IntraMail records the conversation:
- "*Recording*" (followed by a beep)
- "*That mailbox is full*" (if the mailbox storage capacity is reached)
- "*You have reached the recording limit*" (if the recorded message is too long)

Features
- None

IntraMail Features
- *Conversation Record* (page 462)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

**Station
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Description

Use this program to set up the Automated Attendant options for the Station Mailbox.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2144-01: Auto Attendant Do Not Disturb
(Auto-Att DND)

Use this option to enable or disable Auto Attendant Do Not Disturb. When a subscriber enables Auto Attendant Do Not Disturb, an Automated Attendant caller will route directly to the mailbox, hear the greeting, and be asked to leave a message.

Features
- None

IntraMail Features
- *Auto Attendant Do Not Disturb* (page 427)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2144-02: Forced Unscreened Transfer
(Force UTRF)

Use this option to enable or disable Automated Attendant Forced Unscreened Transfer for the Subscriber Mailbox. If enabled, each Screened Transfer (STRF) to the extension is converted to an Unscreened Transfer (UTRF). If disabled, Screened Transfers from the Automated Attendant occur normally.

Features
- None

IntraMail Features
- *Forced Unscreened Transfer* (page 489)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2144-03: Dialing Option
(Dialing Option)

Dialing Option provides additional dialing options for Next Call Routing Mailbox calls (see *2144-04: Next Call Routing Mailbox* below). If enabled, a caller who accesses the Subscriber Mailbox to leave a message can dial any of the options in the Next Call Routing Mailbox's Dial Action Table. If disabled, the caller can only dial 0 (to use the Next Call Routing Mailbox's 0 action).

Features
- None

IntraMail Features
- *Next Call Routing Mailbox* (page 552)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2144-04: Next Call Routing Mailbox

(Next CRMB)

Use this option to assign a Next Call Routing Mailbox to the Subscriber Mailbox. This provides callers with additional dialing options while listening to a Subscriber Mailbox recorded or default greeting. The digits the caller can dial depends on the setting of the Next Call Routing Mailbox and Dialing Option options.

- For a detailed explanation of the interaction of these two programs, turn to *Dialing Options While Listening to a Subscriber Mailbox Greeting* (page 552).
- For an explanation of the options a caller can dial <u>*while recording*</u>, see *Record and Send a Message* (page 562)

Features
- None

IntraMail Features
- *Next Call Routing Mailbox* (page 552)

Options
- **1-16** for Routing Mailboxes 1-16
- **0** for undefined

Default
- **1**

2144-05: Directory List Number

(Directory List)

Use this option to specify the Directory List to which the Subscriber Mailbox belongs. When setting up Directory Dialing Mailboxes, you must specify which Directory List you want the Directory Dialing Mailbox to use. The Directory Dialing Mailbox can only call Subscriber Mailboxes that belong to the list it is programmed to use.

Features
- None

IntraMail Features
- *Directory Dialing* (page 469)

Options
- **1-8** for Directory List 1-8
- **9** for all lists
- **0** for no list

Default
- **0**

Description

Use this option to enter an extension's Personal Speed Dial numbers from system programming.

If programming multiple extensions, you may find *9021-Station Copy* (page 921) a handy time-saving tool.

Options

2151-[01-20]: Personal Speed Dial Bin Type
(xx Bin xx Type)

For the Personal Speed Dial bin selected, use this option to select the bin type (none, Intercom, line, or Line Group).

Features
- *Directory Dialing* (page 131)
- *Speed Dial* (page 315)

IntraMail Features
- None

Options
- **0** for none
- **1** for Intercom
- **2** for line
- **3** for Line Group
- **4** for Extend (i.e., the second bin of a chained number)

Default
- **0**

2151-[01-20]: Personal Speed Dial Bin Line
(xx Bin xx Line)

For a type 2 (line) Personal Speed Dial bin, use this option to select the line (1-64) the bin will use for an outgoing call.

Features
- *Call Forwarding Off Premises* (page 51)
- *Directory Dialing* (page 131)
- *Speed Dial* (page 315)

IntraMail Features
- None

Options
- **1-64** for lines 1-64

Default
- No entry

2151-[01-20]: Personal Speed Dial Bin Group
(xx Bin xx Group)

For a type 3 (Line Group) Personal Speed Dial bin, use this option to select the Line Group (90-98) the bin will use for an outgoing call.

Features
- *Call Forwarding Off Premises* (page 51)
- *Directory Dialing* (page 131)

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- *Speed Dial* (page 315)

IntraMail Features

- None

Options

- **90-98** for Line Groups 90-98

Default

- No entry

2151-[01-20]: Personal Speed Dial Bin Number
(xx Bin xx Number)

Use this option to enter the Personal Speed Dial number (normally up to 16 characters). A Personal Speed Dial number *can* be up to 32 digits long, however. The system allows this by automatically using the next adjacent bin for entries longer than 16 digits. Flash, Wait, and Pause commands count as a digit.

Features
- *Call Forwarding Off Premises* (page 51)
- *Directory Dialing* (page 131)
- *Speed Dial* (page 315)

IntraMail Features

- None

Options

- **Numbers** (16 max without overflowing into next adjacent bin), using 0-9, # and *.
- **Flash** (press Feature Key 1).
- **Wait** (press Feature Key 2).
- **Pause** (press Feature Key 3).

Default
- None

2151-[01-20]: Personal Speed Dial Bin Name
(xx Bin xx Name)

Use this option to enter a name (up to 16 characters) for the Personal Speed Dial bin. When entering names, use the following *Name Programming* chart.

	Name Programming Chart								
	Press a key the indicated number of times for desired character								
Key	**1 Time**	**2 Times**	**3 Times**	**4 Times**	**5 Times**	**6 Times**	**7 Times**	**8 Times**	**9 Times**
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								

After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.

Additional Name Programming Options	
HOLD	Save name.
SPEAKER	Exit user name programming.
Volume Up	Scroll the cursor to the right.
Volume Down	Scroll the cursor to the left.
CLEAR	• While editing, clears character to the right. • At beginning of line, erases entire entry. • At end of line, becomes a backspace key
CHECK	Restore the previous entry,

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<u>Features</u>
- *Call Forwarding Off Premises* (page 51)
- *Directory Dialing* (page 131)

<u>IntraMail Features</u>
- None

<u>Options</u>
- **Alpha-numeric characters** (16 max.). See *Name Programming Chart* above.

<u>Default</u>
- None

Description

For each Ring Group, use this program to specify the Ring Group name and Ring Type.

Options

2201-01: Ring Group Name
(Name)

Use this option to enter a name (up to 16 characters) for the Ring Group. When entering names, use the following *Name Programming* chart.

Name Programming Chart									
	Press a key the indicated number of times for desired character								
Key	**1 Time**	**2 Times**	**3 Times**	**4 Times**	**5 Times**	**6 Times**	**7 Times**	**8 Times**	**9 Times**
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								

After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.

Additional Name Programming Options	
HOLD	Save name.
SPEAKER	Exit user name programming.
Volume Up	Scroll the cursor to the right.
Volume Down	Scroll the cursor to the left.
CLEAR	• While editing, clears character to the right. • At beginning of line, erases entire entry. • At end of line, becomes a backspace key
CHECK	Restore the previous entry,

Features
- *Directory Dialing* (page 131)
- *Group Ring* (page 189)

IntraMail Features
- None

Options
- **Alpha-numeric characters** (16 max.). See *Name Programming Chart* above.

2201-02: Ring Group Incoming Ring Type

(Ring Type)

Use this option to assign a ring type to calls ringing the Ring Group master number. When an extension in the Ring Group rings, it uses the ring type specified in this option.

Features
- *Distinctive Ringing* (page 135)

IntraMail Features
- None

Options
- **0** for "Standard" (the system's default ringing for Ring Group calls which cannot be customized)
- **1** for ring type A
- **2** for ring type B
- **3** for ring type C

Default
- **0**

Description

Use this program to set the Ring Group Mailbox type.

Options

2211-01: Mailbox Type
(Mailbox Type)

Use this option to set the Ring Group Mailbox type (Subscriber or Routing).

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)

Options
- **0** for none
- **1** of Subscriber
- **2** for Routing (as specified in *2211-01: Routing Mailbox Number* below)

Default
- **1**

2211-01: Routing Mailbox Number
(Routing MBox #)

If *2211-01: Mailbox Type* is set to 2 (Routing), use this option to specify the Routing Mailbox the system will use for the Ring Group Mailbox.

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)

Options
- **1-16** for Routing Mailboxes 1-16

Default
- **1**

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2101-2501

Description

Use this program to set up the Ring Group Mailbox.

Options

2212-01: Number of Messages
(# of Messages)

Use this option to set the maximum number of messages that can be left in the Subscriber Mailbox. If a caller tries to leave a message once this limit is reached, they hear, "*That mailbox is full.*" IntraMail then hangs up.

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)
- *Message Storage Limit* (page 548)

Options
- **1-99** messages

Default
- **20**

2212-02: Message Retention
(Msg Retention)

Use this option to determine how long a Subscriber Mailbox will retain saved messages. If a message is left in a Subscriber Mailbox longer than this interval, IntraMail deletes it.

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)
- *Message Retention* (page 547)

Options
- **1-99** days
- **0** for indefinite

Default
- **0**

2212-03: System Administrator
(System Admin)

Use this option to designate the Subscriber Mailbox as a System Administrator. This allows the subscriber to use the **SA** options after logging onto their mailbox.

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)
- *System Administrator* (page 576)
- *System Administrator Mailbox* (page 578)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2212-04: Ring Group Mailbox Voice Prompt Language
(Voice Prompts)

Use this option to set the Ring Group Mailbox voice prompt language. You can choose either the Primary Language or the Secondary Language. To activate a different primary or Secondary Language, see *4203-Voice Prompts (Active System Voice Prompt Languages)* (page 879).

Features
- None

IntraMail Features
- *Bilingual Voice Prompts* (page 443)

Options
- **1** for Primary Language
- **2** for Secondary Language

Default
- **1** for Primary Language

Description

Use this program to customize various Ring Group Mailbox options.

Options

2213-01: Message Playback Order
(Playback Order)*ƒ*

Use this option to set the Subscriber Mailbox message playback order. When a subscriber listens to their messages, IntraMail can play the oldest messages first (first-in-first-out, or FIFO), or the newest messages first (last-in-first-out, or LIFO).

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)
- *Message Playback Direction* (page 543)

Options
- **1** for LIFO
- **2** for FIFO

Default
- **1**

2213-02: Auto Erase/Save of Messages
(Auto Save/Erase)

Use this option to determine what happens when a Subscriber Mailbox user completely listens to a new message and then exits their mailbox without either saving (**SA**) or erasing (**E**) the message. Depending on the setting of this option, IntraMail will either automatically save or erase the message. If the mailbox user hangs up before listening to the *entire* new message, IntraMail retains the message as a new message.

Features
- None

IntraMail Features
- *Auto Erase or Save* (page 429)
- *Group Mailbox* (page 497)

Options
- **1** for Auto Save
- **2** for Auto Erase

Default
- **1**

2213-03: Auto Time Stamp
(Auto Time Stamp)

Use this option to enable or disable Auto Time Stamp for the Subscriber Mailbox. If enabled, after the subscriber listens to a message IntraMail will announce the time and date the message was left. Auto Time Stamp will also announce the message sender (if known).

Features
- None

IntraMail Features
- *Auto Time Stamp* (page 431)
- *Group Mailbox* (page 497)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2213-04: Message Waiting Lamp
(MW Lamp)

Use this option to enable or disable Message Waiting lamping at the extension associated with the Subscriber mailbox. For Subscriber Mailboxes, you should leave this option enabled. For Guest Mailboxes, you should leave this option disabled. ***Disabling this option will also disable Message Notification.***

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)
- *Message Notification* (page 535)
- *Message Waiting Lamp* (page 549)
- *Subscriber Mailbox* (page 574)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

2213-05: Recording Conversation Beep
(Rec Conv Beep)

Use this option to enable or disable the Conversation Record beep. If enabled, all parties on a call will hear the voice prompt "*Recording*" followed by a beep when the extension user initiates Conversation Record. If disabled, the voice prompt will not occur. When you disable the Conversation Record beep, the following voice prompts do not occur while IntraMail records the conversation:
- "*Recording*" (followed by a beep)
- "*That mailbox is full*" (if the mailbox message storage capacity is reached)
- "*You have reached the recording limit*" (if the recorded message is too long)

Features
- None

IntraMail Features
- *Conversation Record* (page 462)
- *Group Mailbox* (page 497)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

Description

Use this program to set up the Automated Attendant options for the Ring Group Mailbox.

Options

2214-01: Auto Attendant Do Not Disturb
(Auto-Att DND)

Use this option to enable or disable Auto Attendant Do Not Disturb. When a subscriber enables Auto Attendant Do Not Disturb, an Automated Attendant caller will route directly to the mailbox, hear the greeting, and be asked to leave a message.

Features
- None

IntraMail Features
- *Auto Attendant Do Not Disturb* (page 427)
- *Group Mailbox* (page 497)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2214-02: Forced Unscreened Transfer
(Force UTRF)

Use this option to enable or disable Automated Attendant Forced Unscreened Transfer for the Subscriber Mailbox. If enabled, each Screened Transfer (STRF) to the extension is converted to an Unscreened Transfer (UTRF). If disabled, Screened Transfers from the Automated Attendant occur normally.

Features
- None

IntraMail Features
- *Forced Unscreened Transfer* (page 489)
- *Group Mailbox* (page 497)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2214-03: Dialing Option
(Dialing Option)

Dialing Option provides additional dialing options for Next Call Routing Mailbox calls (see *2214-04: Next Call Routing Mailbox* below). If enabled, a caller who accesses the Subscriber Mailbox to leave a message can dial any of the options in the Next Call Routing Mailbox's Dial Action Table. If disabled, the caller can only dial 0 (to use the Next Call Routing Mailbox's 0 action).

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)
- *Next Call Routing Mailbox* (page 552)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2214-04: Next Call Routing Mailbox
(Next CRMB)

Use this option to assign a Next Call Routing Mailbox to the Subscriber Mailbox. This provides callers with additional dialing options while listening to a Subscriber Mailbox recorded or default greeting. The digits the caller can dial depends on the setting of the Next Call Routing Mailbox and Dialing Option options.
- For a detailed explanation of the interaction of these two programs, turn to *Dialing Options While Listening to a Subscriber Mailbox Greeting* (page 552).
- For an explanation of the options a caller can dial *while recording*, see *Record and Send a Message* (page 562)

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)
- *Next Call Routing Mailbox* (page 552)

Options
- **1-16** for Routing Mailboxes 1-16
- **0** for undefined

Default
- **0**

2214-05: Directory List Number

(Directory List)

Use this option to specify the Directory List to which the Subscriber Mailbox belongs. When setting up Directory Dialing Mailboxes, you must specify which Directory List you want the Directory Dialing Mailbox to use. The Directory Dialing Mailbox can only call Subscriber Mailboxes that belong to the list it is programmed to use.

Features
- None

IntraMail Features
- *Directory Dialing* (page 469)
- *Group Mailbox* (page 497)

Options
- **1-8** for Directory List 1-8
- **9** for all lists
- **0** for no list

Default
- **0**

Description

For each UCD Group, use this program to specify the UCD Group name and Ring Type.

Options

2301-01: UCD Group Name
(Name)

Use this option to enter a name (up to 16 characters) for the UCD Group. When entering names, use the following *Name Programming* chart.

Name Programming Chart									
	Press a key the indicated number of times for desired character								
Key	1 Time	2 Times	3 Times	4 Times	5 Times	6 Times	7 Times	8 Times	9 Times
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								
After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.									
Additional Name Programming Options									
HOLD	Save name.								
SPEAKER	Exit user name programming.								
Volume Up	Scroll the cursor to the right.								
Volume Down	Scroll the cursor to the left.								
CLEAR	• While editing, clears character to the right. • At beginning of line, erases entire entry. • At end of line, becomes a backspace key								
CHECK	Restore the previous entry,								

Features
*   *Directory Dialing* (page 131)

IntraMail Features
*   None

Options
*   **Alpha-numeric characters** (16 max.). See *Name Programming Chart* above.

2301-02: UCD Group Incoming Ring Type
(Ring Type)

Use this option to assign a ring type to calls ringing the UCD Group master number. When an extension in the UCD Group rings, it uses the ring type specified in this option.

Features
*   *Distinctive Ringing* (page 135)

IntraMail Features
*   None

Options
*   **0** for "Standard" (the system's default ringing for UCD Group calls which cannot be customized)
*   **1** for ring type A
*   **2** for ring type B
*   **3** for ring type C

Default
*   **0**

Station
2101-2501

Description

Use this program to specify the UCD Group overflow destination.

Options

2302-01: UCD Group Overflow Destination
(Overflow Dest)

Use this option to assign the UCD Group overflow destination.

Features
- *Extension Hunting* (page 154)
- *Voice Mail* (page 372)

Features
- None

Options
- **Extension number**
- **UCD Group master number** (700-707)
- **Voice mail master number** (700)
- **Ring Group master number** (600-607)
- **None** (by pressing **CLEAR**)

Default
- None

Description

Use this program to set the UCD Group Mailbox type.

Options

2311-01: UCD Group Mailbox Type
(Mailbox Type)

Use this option to set the UCD Group Mailbox type (Subscriber or Routing).

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)

Options
- **0** for none
- **1** of Subscriber
- **2** for Routing (as specified in *2311-01: UCD Group Routing Mailbox Number* below)

Default
- **1**

2311-01: UCD Group Routing Mailbox Number
(Routing Mailbox #)

If *2311-01: UCD Group Mailbox Type* is set to 2 (Routing), use this option to specify the Routing Mailbox the system will use for the UCD Group Mailbox.

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)

Options
- **1-16** for Routing Mailboxes 1-16

Default
- **1**

Description

Use this program to set up the UCD Group Mailbox.

Options

2312-01: Number of Messages
(# of Messages)

Use this option to set the maximum number of messages that can be left in the Subscriber Mailbox. If a caller tries to leave a message once this limit is reached, they hear, "*That mailbox is full.*" IntraMail then hangs up.

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)
- *Message Storage Limit* (page 548)

Options
- **1-99** messages

Default
- **20**

2312-02: Message Retention
(Msg Retention)

Use this option to determine how long a Subscriber Mailbox will retain saved messages. If a message is left in a Subscriber Mailbox longer than this interval, IntraMail deletes it.

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)
- *Message Retention* (page 547)

Options
- **1-99** days
- **0** for indefinite

Default
- **0**

2312-03: System Administrator
(System Admin)

Use this option to designate the Subscriber Mailbox as a System Administrator. This allows the subscriber to use the **SA** options after logging onto their mailbox.

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)
- *System Administrator* (page 576)
- *System Administrator Mailbox* (page 578)

<u>*Options*</u>
- **No** (0) - Disabled
- **Yes** (1) - Enabled

<u>*Default*</u>
- **No** (0) - Disabled

2312-04: UCD Group Mailbox Voice Prompt Language
(Voice Prompts)

Use this option to set the UCD Group Mailbox voice prompt language. You can choose either the Primary Language or the Secondary Language. To activate a different primary or Secondary Language, see *4203-Voice Prompts (Active System Voice Prompt Languages)* (page 879).

<u>*Features*</u>
- None

<u>*IntraMail Features*</u>
- *Bilingual Voice Prompts* (page 443)

<u>*Options*</u>
- **1** for Primary Language
- **2** for Secondary Language

<u>*Default*</u>
- **1** for Primary Language

Description

Use this program to customize various UCD Group Mailbox options.

Options

2313-01: Message Playback Order
(Playback Order)

Use this option to set the Subscriber Mailbox message playback order. When a subscriber listens to their messages, IntraMail can play the oldest messages first (first-in-first-out, or FIFO), or the newest messages first (last-in-first-out, or LIFO).

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)
- *Message Playback Direction* (page 543)

Options
- **1** for LIFO
- **2** for FIFO

Default
- **1**

2313-02: Auto Erase/Save of Messages
(Auto Save/Erase)

Use this option to determine what happens when a Subscriber Mailbox user completely listens to a new message and then exits their mailbox without either saving (**SA**) or erasing (**E**) the message. Depending on the setting of this option, IntraMail will either automatically save or erase the message. If the mailbox user hangs up before listening to the *entire* new message, IntraMail retains the message as a new message.

Features
- None

IntraMail Features
- *Auto Erase or Save* (page 429)
- *Group Mailbox* (page 497)

Options
- **1** for Auto Save
- **2** for Auto Erase

Default
- **1**

2313-03: Auto Time Stamp
(Auto Time Stamp)

Use this option to enable or disable Auto Time Stamp for the Subscriber Mailbox. If enabled, after the subscriber listens to a message IntraMail will announce the time and date the message was left. Auto Time Stamp will also announce the message sender (if known).

Features
- None

IntraMail Features
- *Auto Time Stamp* (page 431)

- *Group Mailbox* (page 497)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2313-04: Message Waiting Lamp

(MW Lamp)

Use this option to enable or disable Message Waiting lamping at the extension associated with the Subscriber mailbox. For Subscriber Mailboxes, you should leave this option enabled. ***Disabling this option will also disable Message Notification.***

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)
- *Message Notification* (page 535)
- *Message Waiting Lamp* (page 549)
- *Subscriber Mailbox* (page 574)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

2313-05: Recording Conversation Beep

(Rec Conv Beep)

Use this option to enable or disable the Conversation Record beep. If enabled, all parties on a call will hear the voice prompt "*Recording*" followed by a beep when the extension user initiates Conversation Record. If disabled, the voice prompt will not occur. When you disable the Conversation Record beep, the following voice prompts do not occur while IntraMail records the conversation:
- "*Recording*" (followed by a beep)
- "*That mailbox is full*" (if the mailbox message storage capacity is reached)
- "*You have reached the recording limit*" (if the recorded message is too long)

Features
- None

IntraMail Features
- *Conversation Record* (page 462)
- *Group Mailbox* (page 497)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

Description

Use this program to set up the Automated Attendant options for the UCD Group Mailbox.

Options

2314-01: Auto Attendant Do Not Disturb
(Auto-Att DND)

Use this option to enable or disable Auto Attendant Do Not Disturb for the Hunt Group Mailbox. When a subscriber enables Auto Attendant Do Not Disturb, an Automated Attendant caller will route directly to the mailbox, hear the greeting, and be asked to leave a message.

Features
- None

IntraMail Features
- *Auto Attendant Do Not Disturb* (page 427)
- *Group Mailbox* (page 497)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2314-02: Forced Unscreened Transfer
(Force UTRF)

Use this option to enable or disable Automated Attendant Forced Unscreened Transfer for the Subscriber Mailbox. If enabled, each Screened Transfer (STRF) to the mailbox is converted to an Unscreened Transfer (UTRF). If disabled, Screened Transfers from the Automated Attendant occur normally.

Features
- None

IntraMail Features
- *Forced Unscreened Transfer* (page 489)
- *Group Mailbox* (page 497)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2314-03: Dialing Option
(Dialing Option)

Dialing Option provides additional dialing options for Next Call Routing Mailbox calls (see *2314-03: Dialing Option* below). If enabled, a caller who accesses the Subscriber Mailbox to leave a message can dial any of the options in the Next Call Routing Mailbox's Dial Action Table. If disabled, the caller can only dial 0 (to use the Next Call Routing Mailbox's 0 action).

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)
- *Next Call Routing Mailbox* (page 552)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

2314-04: Next Call Routing Mailbox

(Next CRMB)

Use this option to assign a Next Call Routing Mailbox to the Subscriber Mailbox. This provides callers with additional dialing options while listening to a Subscriber Mailbox recorded or default greeting. The digits the caller can dial depends on the setting of the Next Call Routing Mailbox and Dialing Option options.
- For a detailed explanation of the interaction of these two programs, turn to *Dialing Options While Listening to a Subscriber Mailbox Greeting* (page 552).
- For an explanation of the options a caller can dial <u>*while recording*</u>, see *Record and Send a Message* (page 562)

Features
- None

IntraMail Features
- *Group Mailbox* (page 497)
- *Next Call Routing Mailbox* (page 552)

Options
- **1-16** for Routing Mailboxes 1-16
- **0** for undefined

Default
- **0**

2314-05: Directory List Number

(Directory List)

Use this option to specify the Directory List to which the Subscriber Mailbox belongs. When setting up Directory Dialing Mailboxes, you must specify which Directory List you want the Directory Dialing Mailbox to use. The Directory Dialing Mailbox can only call Subscriber Mailboxes that belong to the list it is programmed to use.

Features
- None

IntraMail Features
- *Directory Dialing* (page 469)
- *Group Mailbox* (page 497)

Options
- **1-8** for Directory List 1-8
- **9** for all lists
- **0** for no list

Default
- **0**

Station 2101-2501

Description

Use this program to designate an owner for each DSS Console.

Options

2401-01: DSS Owner
(DSS Owner)

For each DSS Console, use this option to assign the console owner. The owner is the keyset using the DSS Console. A DSS Console can only have one owner.

Features
- None

IntraMail Features
- *Direct Station Selection (DSS) Console* (page 120)

Options
- **Extension using 0-999**

Default
- **300** (for console 1).

Description

Use this program to designate the Feature Keys for each DSS Console.

2402-[01-60]: DSS Console Key Codes
(Key xx Type)

Use this option to enter the key codes for the DSS Console's Feature Keys. Refer to *DSS Console Feature Key Assignments* (page 802) for the specifics.

Features
• Refer to *Direct Station Selection (DSS) Console* (page 120).

IntraMail Features
• None

Options
• Refer to *DSS Console Feature Key Assignments* (page 802).

Default

2402-[01-60]: DSS Console Key Data
(Key xx Data

Use this option to enter the data (if any) associated with a Feature Key code. Refer to *DSS Console Feature Key Assignments* (page 802) for the specifics.

Features
• Refer to *DSS Console Feature Key Assignments* (page 802).

IntraMail Features
• None

Options
• Refer to *DSS Console Feature Key Assignments* (page 802).

Default

The following chart shows the available DSS Console Feature Key assignments.

DSS Console Feature Key Assignments (Page 1 of 4)			
Key Type	**Description**	**Key Code and Data**	**Operation**
Undefined	Use this option to designate a Feature Key as undefined (no function).	**00**	N/A
Line (page 227)	Use this option to assign a Feature Key as a line key.	**03 + nn (line number)**	• Press the key to place or answer call.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . .Line is idle or not installed. **On** . . . . .Line is busy. **Slow Flash** . . . .Line is ringing.		
Park Orbit (page 266)	Use this option to assign a Feature Key as a Park Orbit key.	**04 + n (Park Orbit 60-69)**	• Press key to Park or retrieve parked call.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . .Orbit is idle. **On** . . . . .Orbit is holding a parked call. **Wink On** . . . . .Orbit is holding a call you parked.		
Hotline (page 207)	Use this option to assign a Feature Key as a Hotline key. You cannot set up a hotline for an outside line. A DSS Console can also have a Hotline key for a line (e.g., 101). However, this capability requires that Direct Line Access be enabled for the extension. See *Direct Line Access* (page 115) for more.	**05 + nnn (extension number)**	• Press key to call Hotline partner.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . .Partner extension is idle. **On** . . . . .Partner extension is busy or ringing. **Fast Flash** . . . .Partner extension is in Do Not Disturb.		
Call Coverage Immediate Ring (page 40)	Use this option to assign a Feature Key as an immediately ringing Call Coverage Key.	**06 + nnn (extension number)**	• Press key to call covered extension or pick up ringing call.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . .Covered extension is idle. **On** . . . . .Covered extension is busy. **Fast Flash** . . . .Covered extension is in Do Not Disturb. **Slow Flash** . . . .Covered extension is ringing.		

DSS Console Feature Key Assignments (Page 2 of 4)			
Key Type	**Description**	**Key Code and Data**	**Operation**
Call Coverage No Ring (page 40)	Use this option to assign a Feature Key as a lamp only (no ring) Call Coverage Key.	**07 + nnn (extension number)**	• Press key to call covered extension or pick up ringing call.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . .Covered extension is idle. **On** . . . . .Covered extension is busy. **Fast Flash**. . . . .Covered extension is in Do Not Disturb. **Slow Flash** . . . .Covered extension is ringing.		
Call Coverage Delay Ring (page 40)	Use this option to assign a Feature Key as a delayed ringing Call Coverage Key.	**08 + nnn (extension number)**	• Press key to call covered extension or pick up ringing call.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . .Covered extension is idle. **On** . . . . .Covered extension is busy. **Fast Flash**. . . . .Covered extension is in Do Not Disturb. **Slow Flash** . . . .Covered extension is ringing.		
Group Pickup Immediate Ring (page 184)	Use this option to assign a Feature Key as an immediately ringing Group Call Pickup key.	**09 + nn (Pickup Group 01-16)**	• Press key to answer call ringing Pickup Group.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . .No call is ringing the pickup group. **Slow Flash** . . . .A call is ringing the pickup group.		
Group Pickup No Ring (page 184)	Use this option to assign a Feature Key as a lamp only (no ring) Group Call Pickup key.	**10 + nn (Pickup Group 01-16)**	• Press key to answer call ringing Pickup Group.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . .No call is ringing the pickup group. **Slow Flash** . . . .A call is ringing the pickup group.		
Group Pickup Delay Ring (page 184)	Use this option to assign a Feature Key as a delay ring Group Call Pickup key.	**11 + nn (Pickup Group 01-16)**	• Press key to answer call ringing Pickup Group.
	<u>Busy Lamp Field (BLF)</u> **Off** . . . . .No call is ringing the pickup group. **Slow Flash** . . . .A call is ringing the pickup group.		
Page Zone (page 259)	Use this option to assign a Feature Key as a Page Zone key.	**13 + n (Page Zone 1-7, 0 for All Call)**	• Press key to Page into assigned zone.
	<u>Busy Lamp Field (BLF)</u> **On** . . . . .The assigned Page zone is busy. **Off** . . . . .The assigned Page zone is idle.		

DSS Console Feature Key Assignments (Page 3 of 4)			
Key Type	**Description**	**Key Code and Data**	**Operation**
System Speed Dial (page 315)	Use this option to assign a Feature Key as a System Speed Dial key. You assign the key to specific System Speed Dial bin. • There is no BLF for this key type.	**14 + nnn (bin 001-999)**	• Press key to dial stored number.
Personal Speed Dial (page 315)	Use this option to assign a Feature Key as a Personal Speed Dial key. You assign the key to a specific Personal Speed Dial bin. • There is no BLF for this key type.	**15 + nnn (bin 1-20)**	• Press key to dial stored number.
Voice Mail Record (page 372)	Use this option to assign a Feature Key as a Voice Mail Record key. • You must have voice mail installed to use this key. • A voice prompt and periodic beep will remind you that your calls are being recorded.	**17 + nnn (extension number of valid Subscriber Mailbox)**	• Press key to record conversation into mailbox.
	Busy Lamp Field (BLF) **On** . . . . .Conversation Record is being set up. **Off** . . . . .Conversation Record is off. **Fast Flash**. . . . .Conversation Record is on.		
Night (page 252)	Use this option to assign a Feature Key as a Night key. There are two options: *System Night* key and *UCD Night* key. The *System Night* key puts all Key Ring lines and lines terminated to Ring Group master numbers into the night mode. The *UCD Night* key puts all lines terminated to the UCD Group master number into the night mode.	**18 + CLEAR** (System Night key) **18 + UCD Group master number** (UCD Night key)	• Press key to put Key Ring lines and lines terminated to Ring Group master into night mode. OR • Press key to put lines terminated to UCD master into night mode.
	Busy Lamp Field (BLF) **On** . . . . .Night mode is on. **Off** . . . . .Night mode is off.		
Split (page 323)	Use this option to assign a programmable key as a Split key.	**20**	See *Split (Alternate)* (page 323) for more.
Intercom Directory Dialing (page 131)	Use this option to assign a programmable key as an Intercom Directory Dialing key.	**21**	• Press key to access Intercom Directory Dialing.
	Busy Lamp Field (BLF) **On** . . . . .Intercom Directory Dialing is active (being used). **Off** . . . . .Intercom Directory Dialing is inactive (off).		

Key Type	Description	Key Code and Data	Operation
Message Center (page 372)	Use this option to assign a Feature Key as a Message Center key.	**24 + nnn (extension number)**	• Press key to call Message Center Mailbox.
	Busy Lamp Field (BLF) **Off** . . . . .No messages waiting in the Message Center Mailbox. **Fast Flash**. . . . .Messages waiting in the Message Center Mailbox.		
Save Number Dialed (page 298)	Use this option to assign a Feature Key as a Save Number Dialed key. • There is no BLF for this key type.	**25**	While on a call: • Press key to save the number you just dialed. While idle: • Press key to redial a previously saved number.
Account Code (page 14)	Use this option to assign a Feature Key as an Account Code key.	**26**	1. Place or answer outside call. 2. Press key. 3. Enter Account Code. 4. Press key to return to the call.
	Busy Lamp Field (BLF) **Off** . . . . .Not in Account Code mode or not entering Account Codes. **Fast Flash**. . . . .In the Account Code entry mode. **On** . . . . .On a call for which the user has entered an Account Code.		
Call Forwarding (page 44)	Use this option to assign a Feature Key as a Call Forwarding key.	**27**	• Press key instead of pressing **INTERCOM** and dialing ***3**.
	Busy Lamp Field (BLF) **Off** . . . . .Extension not call forwarded or in the Call Forwarding setup mode. **Fast Flash**. . . . .In the Call Forwarding setup mode. **Wink Off** . . . . .Extension has Call Forwarding enabled.		
Headset (page 198)	Use this option to assign a Feature Key as a Headset key.	**28**	• Press key to enable or disable headset mode.
	Busy Lamp Field (BLF) **Off** . . . . .Extension is not in the headset mode. **On** . . . . .Extension is in the headset mode.		

Station 2101-2501

Description

Use this program to customize the Selectable Display Messages.

Options

2501-[01-16]: Selectable Display Messages
(Message Text)

Use this option to program the system's 16 Selectable Display Messages. Each message can be up to 18 characters long, including any blank spaces you may want to add for readability. All messages are appendable by user-entered digits. When entering names, use the *Name Programming Chart* (page 807). When creating a new user-appendable message, consider adding a space at the end of the text portion to improve readability. In the table below, the X characters reserve space for user-entered digits.

Features
- *Selectable Display Messaging* (page 300)

IntraMail Features
- None

Options
- See the *Name Programming Chart* (page 807).

Default

Option	Default
Message 01	CALL (plus 13 user entries)
Message 02	BACK BY (plus 10 user entries)
Message 03	MEETING IN ROOM (plus 2 user entries)
Message 04	OUT TO LUNCH (plus 5 user entries)
Message 05	GONE FOR THE DAY (plus 1 user entries)
Message 06	ON VACATION (plus 6 user entries)
Message 07	ON BUSINESS TRIP (plus 1 user entries)
Message 08	IN A MEETING (plus 5 user entries)
Message 09	OUT UNTIL (plus 8 user entries)
Message 10	Undefined (up to 18 characters)
Message 11	Undefined (up to 18 characters)
Message 12	Undefined (up to 18 characters)
Message 13	Undefined (up to 18 characters)
Message 14	Undefined (up to 18 characters)
Message 15	Undefined (up to 18 characters)

Option	Default
Message 16	Undefined (up to 18 characters)

Name Programming Chart

Name Programming Chart									
	Press a key the indicated number of times for desired character								
Key	1 Time	2 Times	3 Times	4 Times	5 Times	6 Times	7 Times	8 Times	9 Times
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								

After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.

Additional Name Programming Options	
HOLD	Save name.
SPEAKER	Exit user name programming.
Volume Up	Scroll the cursor to the right.
Volume Down	Scroll the cursor to the left.
CLEAR	• While editing, clears character to the right. • At beginning of line, erases entire entry. • At end of line, becomes a backspace key
CHECK	Restore the previous entry,

Description

Use this program to set the line circuit type, name, PBX option, and E1 signaling (for Latin America instal-lations only).

If programming multiple lines, you may find *9022-Line Copy* (page 923) a handy time-saving tool.

Options

3101-01: Line Type
(Type)

Use this option to set the line's circuit type for compatibility with the connected telco or PBX.

Features
- *Central Office Calls, Answering* (page 74)
- *Central Office Calls, Placing* (page 78)
- *Direct Inward Dialing* (page 99)
- *Direct Inward Line* (page 109)
- *Pulse to Tone Conversion* (page 285)
- *T1 Lines* (page 338)
- *Tie Lines* (page 344)

IntraMail Features
- None

Options
- **00** for uninstalled
- **01** for Loop start
- **02** for Ground Start[1]
- **03** for DID Wink Start[1]
- **04** for DID Immediate Start[1]
- **05** for E&M Wink Start[1]
- **06** for E&M Immediate Start[1]

    [1] Requires T1 PCB.

Default
- **51**

**Line
3101-3715**

3101-02: Line Name
(Name)

Use this option to assign a name (up to 16 characters) to the line.

Features
- *Names for Extensions and Lines* (page 249)

IntraMail Features
- None

Options
- See the *Name Programming Chart* on the next page.

Default
- No names entered.

Name Programming Chart									
	Press a key the indicated number of times for desired character								
Key	1 Time	2 Times	3 Times	4 Times	5 Times	6 Times	7 Times	8 Times	9 Times
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								

After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.

Additional Name Programming Options	
HOLD	Save name.
SPEAKER	Exit user name programming.
Volume Up	Scroll the cursor to the right.
Volume Down	Scroll the cursor to the left.
CLEAR	• While editing, clears character to the right. • At beginning of line, erases entire entry. • At end of line, becomes a backspace key
CHECK	Restore the previous entry,

3101-03: DTMF Dialing
(DTMF Dialing)

Use this option to set the type of dialing used by the line (DTMF or Dial Pulse).

Features
- *Central Office Calls, Answering* (page 74)
- *Central Office Calls, Placing* (page 78)
- *Direct Inward Dialing* (page 99)
- *Direct Inward Line* (page 109)
- *Pulse to Tone Conversion* (page 285)
- *T1 Lines* (page 338)
- *Tie Lines* (page 344)

IntraMail Features
- None

Options
- **No** (0) - Dial Pulse
- **Yes** (1) - DTMF

Default
- **Yes** (1) - DTMF

3101-04: PBX Line
(PBX Line)

Use this option to designate a line as a PBX line. Enable this option if the line connects to a PBX instead of the telco.

Features
- *PBX / Centrex Compatibility* (page 270)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

3101-05: E1 Signaling Type
(E1 Signaling)

For E1 lines only, use this option to specify the E1 Signal Type 0-9. Set this option for compatibility with the connected telco.

Features
- N/A

IntraMail Features
- None

Options
- **0** for Q.421
- **1** for Q.421 Pls Clear
- **2** for Q.421 Pls Answer
- **3** for Brazil #1
- **4** for Brazil #2
- **5** for Brazil #3
- **6** for Brazil #4

- **7** for Brazil #5
- **8** for Brazil #6

Default
- **0**

_____

3101-06: MFC Signaling Type
(MFC Signaling)

For E1 lines only, use this option to specify the MFC Dialing Type.

Features
- N/A

IntraMail Features
- None

Options
- **0** for MFC not used
- **1** for ITU
- **2** for Argentina
- **3** for Brazil
- **4** for Chile
- **5** for Columbia
- **6** for Mexico
- **7** for Venezuela

Default
- **0**

Description

Use this program to set the line Class of Service and Toll Level.

If programming multiple lines, you may find *9022-Line Copy* (page 923) a handy time-saving tool.

Options

3102-01: Line Class of Service
(COS Level)

Use this option to assign the line's Class of Service.

Features
- See the *Features* for each option in *14xx-COS (Class of Service)* (page 628).
- *Tie Lines* (page 344)

IntraMail Features
- None

Options
- **1-15**

Default
- **1**

3102-02: Line Toll Level
(COS Level)

Use this option to set the toll level for the line. If this toll level is higher than the extension's toll level, it may cause additional dialing restrictions. If it is lower, it will have no effect.

Features
- *Toll Restriction* (page 351)
- *Tie Lines* (page 344)

IntraMail Features
- None

Options
- **0-7** for toll levels 0-7

Default
- **0**

Description

Use this program to customize basic settings for the line.

If programming multiple lines, you may find *9022-Line Copy* (page 923) a handy time-saving tool.

Options

3103-01: Transmit Gain
(Transmit Gain)

Use this option to set the line's transmit gain. This gain setting allows you to compensate for the transmit gain characteristics of the connected telco or PBX. The setting is applied to each line seizure.

Features
- *Central Office Calls, Answering* (page 74)
- *Central Office Calls, Placing* (page 78)

IntraMail Features
- None

Options
- **0-30** (0 dB to 30 dB gain in .5 dB steps)
- **31-60** (.5 dB loss to 15 dB loss in .5 dB steps)

Default
- **0**

3103-02: Receive Gain
(Receive Gain)

Use this option to set the line's receive gain. This gain setting allows you to compensate for the receive gain characteristics of the connected telco or PBX. The setting is applied to each line siezure.

Features
- *Central Office Calls, Answering* (page 74)
- *Central Office Calls, Placing* (page 78)

IntraMail Features
- None

Options
- **0-30** (0 dB to 30 dB gain in .5 dB steps)
- **31-60** (.5 dB loss to 15 dB loss in .5 dB steps)

Default
- **0**

3103-03: Loop Length
(Loop Length)

Use this option to compensate for a line's loop length. Use the default option for normal installations. Use the short option only when the system is very close to the central office or behind a PBX. Use the long option when the loop length is abnormally long.

Set this option for optimal speakerphone performance.

Features
- *Central Office Calls, Answering* (page 74)
- *Central Office Calls, Placing* (page 78)

IntraMail Features
- None

Options
- **0** for default (normal)
- **1** for short loop
- **2** for long loop

Default
- **0**

3103-04: Tandem Calls

(Tandem Calls)

Use this option to enable or disable Tandem Calls for the line.

Enable Tandem Calls for lines if Off Premises Call Forwarding should be able to route incoming calls to an off-premises location. ***The originating line (i.e., the line that Off Premises Call Forwarding will reroute) must have this option enabled.*** If enabled, the system can forward an incoming over a second line to an off-premise number. If disabled, line-to-line forwarding cannot occur. This option is not required when the system is forwarding Intercom calls off-premises. When this option is disabled (N), the system will immediately route a line ringing an OPX Call Forwarded extension to Key Ring. It will not attempt to reroute the call.

Features
- *Call Forwarding Off Premises* (page 51)
- *Tandem Calls / Unsupervised Conference* (page 341)

IntraMail Features
- *Centrex Transfer* (page 460)
- *External Transfer* (page 483)
- *Make Call* (page 525)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

3103-05: Music On Hold Source

(MOH Source)

Use this option to assign the Music on Hold music source.

Features
- *Music on Hold* (page 246)

IntraMail Features
- *Message On Hold* (page 541)

Options
- **0** for none.
- **1** for audio input minijack 1.
- **2** for audio input minijack 2.
- **3** for internal tone 1.
- **4** for internal tone 2.
- **5** for IntraMail Message On Hold. See *Message On Hold* (page 541) for more.

Default
-

Description

Use this program to enable or disable various line features.

If programming multiple lines, you may find *9022-Line Copy* (page 923) a handy time-saving tool.

Options

3111-01: Disable Forced Account Codes
(Disable Forced AC)

Use this option to enable or disable Forced Account Codes for an individual line. If enabled, the system *will not* enforce Forced Account Codes for the line. If disabled, the system *will* enforce Forced Account Codes for the line.

Features
- *Account Codes* (page 14)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

3111-02: Override Extension's Toll Level
(Override Ext Toll)

Use this option to "release" the Toll Restriction on a line. If enabled, any user can dial any number on the line without restriction.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

3111-03: Dial Tone Detection
(Dialtone Detect)

Use this option to enable or disable Dial Tone Detection for the line.

Features
- *Dial Tone Detection* (page 98)

IntraMail Features
- None

Options
- **No** (0) - Disabled

- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

3111-04: Enable MFC Group B
(MFC Group B)

<u>For E1 lines only</u>, use this option to enable or disable the MFC Dialing Group B supervisory signaling. Since not all central offices provide Group B signaling, set this option for compatibility with the connected telco.

Features
- N/A

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

3111-05: Store and Forward
(Store and Forward)

Use this option to enable or disable Store and Forward for *every line* in the line group the user will access when they dial a line access code or press a loop key. If enabled, the system buffers the user-dialed digits and dials them on the line when the user has completed dialing. If disabled, manually dialed digits output on the line as the user dials them. ***You should enable store and forward for every line in accessed line group.***

Features
- *Central Office Calls, Placing* (page 78)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

3111-06: Station Message Detail Recording
(SMDR)

Use this option to enable or disable SMDR reporting for the line. If enabled, the SMDR report includes data for the line. If disabled, the SMDR report does not include data for the line.

Features
- *Station Message Detail Recording* (page 328)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

Description

Use this program to set the line termination options.

If programming multiple lines, you may find *9022-Line Copy* (page 923) a handy time-saving tool.

Options

3112-01: Direct Termination in the Day
(Day Termination)

Use this option to set the day termination (answering point) for the line. If the line is a Direct Inward Line, it rings the answering point directly during the day.

Features
- *Direct Inward Line* (page 109)
- *Group Ring* (page 189)
- *Key Ring* (page 214)
- *Voice Mail* (page 372)

IntraMail Features
- *Answer Tables* (page 420)
- *Automated Attendant* (page 433)
- *Voice Mail Overflow* (page 590)

Options
- **Extension number** (0-999)
- **UCD Group master number** (700-707)
- **Voice mail master number (700)**
- **Ring Group master number** (600-607)
- **Key Ring** (entered by pressing **CLEAR**).

Default
- **Key Ring**

3112-02: Enable Day Overflow
(Day Overflow)

Use this option to enable or disable day mode overflow for the line.

If disabled, an unanswered DID call during the day diverts to Key Ring without overflow (unless intercepted by another feature).

Features
- *Direct Inward Dialing* (page 99)
- *Direct Inward Line* (page 109)
- *Group Ring* (page 189)
- *Key Ring* (page 214)
- *Voice Mail* (page 372)

IntraMail Features
- *Voice Mail Overflow* (page 590)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

3112-03: Day Overflow Destination

(Day Ovfl Destination)

Use this option to set the overflow destination for day mode calls (including DILs). The destination can be an extension, UCD Group master number, voice mail master number, Ring Group master number, or Key Ring (by pressing CLEAR).

Features
- *Direct Inward Dialing* (page 99)
- *Direct Inward Line* (page 109)
- *Group Ring* (page 189)
- *Key Ring* (page 214)
- *Voice Mail* (page 372)

IntraMail Features
- *Voice Mail Overflow* (page 590)

Options
- **Extensio**n (0-999)
- **Key Ring** (entered by pressing **CLEAR**).

Default
- **300**

3112-04: Direct Termination at Night

(Night Termination)

Use this option to set the night termination (answering point) for the line. If the line is a Direct Inward Line, it rings the answering point directly at night.

Features
- *Direct Inward Line* (page 109)
- *Group Ring* (page 189)
- *Key Ring* (page 214)
- *Voice Mail* (page 372)

IntraMail Features
- *Automated Attendant* (page 433)
- *Instruction Menu* (page 507)
- *Voice Mail Overflow* (page 590)

Options
- **Extension number** (0-999)
- **UCD Group master number** (700-707)
- **Voice mail master number (700)**
- **Ring Group master number** (600-607)
- **Key Ring** (entered by pressing **CLEAR**).

Default
- **Key Ring**

3112-05: Enable Night Overflow

(Night Overflow)

Use this option to enable or disable night mode overflow for the line.

If disabled, an unanswered DID call during the day diverts to Key Ring without overflow (unless intercepted by another feature).

Features
- *Direct Inward Dialing* (page 99)
- *Direct Inward Line* (page 109)
- *Group Ring* (page 189)
- *Key Ring* (page 214)

- *Voice Mail* (page 372)

IntraMail Features
- *Voice Mail Overflow* (page 590)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

3112-06: Night Overflow Destination
(Night Ovfl Destination)

Use this option to set the overflow destination for night mode calls (including DILs). The destination can be an extension, UCD Group master number, voice mail master number, Ring Group master number, or Key Ring (by pressing CLEAR).

Features
- *Direct Inward Dialing* (page 99)
- *Direct Inward Line* (page 109)
- *Group Ring* (page 189)
- *Key Ring* (page 214)
- *Voice Mail* (page 372)

IntraMail Features
- *Voice Mail Overflow* (page 590)

Options
- **Extensio**n (0-999)
- **Key Ring** (entered by pressing **CLEAR**).

Default
- **300**

Line
3101-3715

Description

Use this program to set the line Pickup Group assignment and ring types.

If programming multiple lines, you may find *9022-Line Copy* (page 923) a handy time-saving tool.

Options

3113-01: Pickup Group Assignment
(Pickup Group)

Use this option to have an incoming call on the line ring all the extensions in the assigned pickup group.

Features
- *Group Call Pickup* (page 184)

IntraMail Features
- None

Options
- **1**-**8** (pickup groups 1-8)
- **0** (unassigned)

Default
- **0**

3113-02: Day Ring Type
(Day Ring Type)

Use this option to assign a ring type (A, B, or C) for the line's day ringing. When the line rings an extension in the day ring mode, it uses the ring type specified in this option.

Features
- *Distinctive Ringing* (page 135)

IntraMail Features
- None

Options
- **0** for standard (non-customizable system default)
- **1** for ring type A
- **2** for ring type B
- **3** for ring type C

Default
- **1**

3113-03: Night Ring Type
(Night Ring Type)

Use this option to assign a ring type (A, B, or C) for the line's night ringing. When the line rings an extension in the night ring mode, it uses the ring type specified in this option.

Features
- *Distinctive Ringing* (page 135)

IntraMail Features
- None

Options
- **0** for standard (non-customizable system default)
- **1** for ring type A
- **2** for ring type B
- **3** for ring type C

Default
- **1**

3113-04: Delay Ring Type
(Delay Ring Type)

Use this option to assign a ring type (A, B, or C) for the line's delay ringing. When the line rings an extension in the delay ring mode, it uses the ring type specified in this option.

Features
- *Distinctive Ringing* (page 135)

IntraMail Features
- None

Options
- **0** for standard (non-customizable system default)
- **1** for ring type A
- **2** for ring type B
- **3** for ring type C

Default
- **1**

Description

Use this program to set the line Caller ID parameters.

If programming multiple lines, you may find *9022-Line Copy* (page 923) a handy time-saving tool.

Options

3121-01: Caller ID Type
(CID Type)

Use this option to enable Caller ID for each line. If enabled, Caller ID will occur if also enabled by the other Caller ID programmable options.

Features
- *Caller ID* (page 63)
- *T1 Lines* (page 338)

IntraMail Features
- *Caller ID and Voice Mail* (page 456)
- *Make Call* (page 525)

Options
- **0** for none
- **1** for DSP
- **2** for ATRU PCB daughter board
- **3** for T1/E1ANI

Default
- **0**

3121-02: ANI/DNIS Format
(ANI/DNIS Format)

Use this option to specify the type of ANI/DNIS Caller ID data provided by T1 lines. Set this option for compatibility with the incoming ANI/DNIS data provided by the local telco. When entering data, the options are:

ANI/DNIS Data Format		
Option	**Description**	**Entry**
0	The DID line will not detect ANI/DNIS data.	**NONE**
1	The DID line will detect ANI data without using delimiters	**ANI**
2	The DID line will detect ANI data using a delimiter (*) at the beginning and end of the ANI Caller ID string.	***ANI***
3	The DID line will detect DNIS data without using delimiters.	***DNIS***
4	The DID line will detect both ANI and DNIS data using a delimiter (*) at the beginning and end of the string. An additional delimiter separates the ANI and DNIS data.	***ANI*DNIS***

Features
- *Caller ID* (page 63)
- *T1 Lines* (page 338)

IntraMail Features
- *Caller ID and Voice Mail* (page 456)
- *Make Call* (page 525)

Options
- **0** for none
- **1** for ANI
- **2** for *ANI*
- **3** for *DNIS*
- **4** for *ANI*DNIS*

Default
- **0**

3121-03: ANI/DNIS Delimiter

(ANI/DNIS Delimiter)

For ANI/DNIS format options 2-4 (see *3121-02: ANI/DNIS Format* above), use this option to set the type of data delimiter provided by the telco. The delimiter designates the beginning and end of the ANI/DNIS data string. The delimiter can be any character 0-9, # or *. Always set this option for compatibility with the incoming ANI/DNIS data provided by the local telco.

Features
- *T1 Lines* (page 338)

IntraMail Features
- None

Options
- **Digit 0-9, # or *** (single digit entry)

Default
- *****

3121-04: Number of ANI Digits

(# ANI Digits)

For ANI/DNIS format option 1 (see *3121-02: ANI/DNIS Format* above), use this option to specify the number of digits in the ANI number. This is required for option 1 since delimiters do not mark the beginning and end of the data string. The system must know how many digits of incoming ANI Caller ID data to interpret.

Features
- *T1 Lines* (page 338)

IntraMail Features
- *Caller ID and Voice Mail* (page 456)
- *Make Call* (page 525)

Options
- **1-16**

Default
- **10**

Description

Use this program to specify to which Caller ID Groups the line belongs.

If programming multiple lines, you may find *9022-Line Copy* (page 923) a handy time-saving tool.

Options

3122-[01-08]: Caller ID Group Membership
(xx CID Group x)

Use this option to indicate into which Caller ID Logging Group the line should log its calls. The line can be a member of any or all groups.

Features
- *Caller ID Logging* (page 68)

IntraMail Features
- None

Options
- **No** (0) - Logging disabled for selected group.
- **Yes** (1) - Logging enabled for selected group.

Default
- **Yes** (1) - Enabled for all groups

Description

For each line, use this program to set the voice mail Caller ID option and IntraMail Answer Table.

If programming multiple lines, you may find *9022-Line Copy* (page 923) a handy time-saving tool.

Options

3131-01: Pass Caller ID to Voice Mail
(Pass CID to VM)

Use this option to enable or disable the capability of the line to send Caller ID data to voice mail. If enabled, the line will send incoming Caller ID data to voice mail. (This will occur, for example, if the line is a DIL terminated to the voice mail master number.) If disabled, the line will not provide Caller ID data to voice mail. If you enable this option, you must also enable Caller ID in *3121-01: Caller ID Type* (page 825).

Features
• *Caller ID* (page 63)

IntraMail Features
• *Caller ID and Voice Mail* (page 456)
• *Make Call* (page 525)

Options
• **No** (0) - Disabled
• **Yes** (1) - Enabled

Default
• **No** (0) - Disabled

3131-02: IntraMail Answer Table Assignment
(Intramail Answer Table #)

Use this option to assign an IntraMail Answer Table to the line.

Features
• None

IntraMail Features
• *Answer Tables* (page 420)
• *Automated Attendant* (page 433)
• *Flexible Answering Schedules* (page 486)
• *Multiple Company Greetings* (page 550)

Options
• **1-8** for Answer Tables 1-8

Default
• **1**

3131-03: Line Voice Prompt Language
(Voice Prompts)

Use this option to set the line voice prompt language. You can choose either the Primary Language or the Secondary Language. To activate a different primary or Secondary Language, see *4203-Voice Prompts (Active System Voice Prompt Languages)* (page 879).

Features
- None

IntraMail Features
- *Bilingual Voice Prompts* (page 443)

Options
- **1** for Primary Language
- **2** for Secondary Language

Default
- **1** for Primary Language

Line
3101-3715

Description

For each tie line, use this program to select the line's dial 9 group and operator extension.

If programming multiple lines, you may find *9022-Line Copy* (page 923) a handy time-saving tool.

Options

3141-01: Tie Line Caller's Outbound Dial 9 Group
(Dial 9 Group)

Use this option to specify the Line Group (0-8) selected when an incoming (remote) Tie Line callers dials 9 to place an outgoing call. This is the Line Group in the local system used by the remote Tie Line caller for placing outgoing calls.

Features
- *Tie Lines* (page 344)

IntraMail Features
- None

Options
- **90-98** for Line Groups 90-98

Default
- **90**

3141-02: Tie Line Caller's Operator Extension
(Operator Ext)

Use this option to specify the extension reached in the local system when an incoming (remote) Tie Line caller dials 0.

Features
- *Tie Lines* (page 344)

IntraMail Features
- None

Options
- **Extension** (0-999)

Default
- **300**

Description

Use this program to set the tie line outbound line access.

If programming multiple lines, you may find *9022-Line Copy* (page 923) a handy time-saving tool.

Options

3142-[01-64]: Tie Line Caller's Outbound Line Access
(Line xx Access)

Use this option to set up a line access matrix between each Tie Line in the local system and each outgoing line in the local system. For each Tie Lie (1-64), you can assign the access type for each of the 64 lines in the local system. This option further restricts which local system lines an incoming (remote) tie line caller can access for outgoing calls.

Features
- *Tie Lines* (page 344)

IntraMail Features
- None

Options
- **0** for no access
- **1** for incoming access only
- **2** for outgoing access only
- **3** for full access

Default
- **3** for all extensions

Description

Use this program to set the tie line outbound Line Group access.

If programming multiple lines, you may find *9022-Line Copy* (page 923) a handy time-saving tool.

Options

3143-[01-64]: Tie Line Caller's Outbound Line Group Access
(xx Group xx Access)

Use this option to enable or disable the extension's outgoing access to each Line Group (90-98).
Use this option to enable or disable Line Group Access for incoming (remote) Tie Line callers. If enabled for a Line Group, remote Tie Line callers will be able to use that group in the local system for outgoing calls. You separately enable this option for each of the 9 Line Groups (90-98). The access matrix you set up in *3142-[01-64]: Tie Line Caller's Outbound Line Access* may limit which lines Line Group Access can use.

Features
- *Tie Lines* (page 344)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

Description

Use this program to set up Line Groups.

Options

3201-[01-64]: Line Group
(xx 1st line)

Use this option to program lines (1-64) into each of the nine Line Groups (90-98). The order in which you enter lines into a group determines the order in which the system will access the lines when placing an outside call. A line can be in more than one group. In DSX-80/160, you can program a line into a group only if the line is on an installed COIU PCB. If you program a line into a group, and then remove its PCB, the system automatically removes the line from the group.

The following chart shows how you could set up Line Group 90 with lines 1-8 enter in descending order. When placing an outgoing call using group 90, the system will try line 8 first and line 1 last.

Sample Line Group Program Entry		
Line Group	**Program entry number**	**Line number**
90	**1**	8
	2	7
	3	6
	4	5
	5	4
	6	3
	7	2
	8	1

Features
- *Line Group Routing* (page 223)
- *Line Groups* (page 225)
- *Loop Keys* (page 233)
- *Speed Dial* (page 315)

IntraMail Features
- None

Options
- Line 1-64 (for Line Group entries 1-64)

Default
- Lines 1-8 are in Line Group 90.

Description

Use this program to specify the number of DID digits expected from the telco.

Options

3301-01: Number of DID Digits
(# DID Digits)

Use this option to specify the number of incoming DID digits expected from the telco. This entry should match the type of DID service the telco provides. The DID Translation Table will use the last 3 digits provided by telco for routing and ignore the rest. By default, this option is 3 digits.

Features
- *Direct Inward Dialing* (page 99)

IntraMail Features
- None

Options
- **1-8** digits

Default
- **3**

Description

Use this program to set up the system's DID routing. The DID Translation Table analyzes the DID string received from the telco and routes it to the corresponding extension. You make separate day and night routing entries. The DID Translation Table has 100 entries, using 0-9, with * used as a wild card to represent any digit. The number of digits in your DID entry should match the setting of the *3301-01: Number of DID Digits* (page 834).

DID Example: Routing DID Block 400-416

For example, to have DID block 400-416 route to extensions 300-316 during the day and 300 at night

❧ For *3302-01: Incoming DID Digits* entry 1, enter 4**.
   This entry will route all DID digits in the 400-499 range.

❧ For *3302-01: Day Translation Destination*, enter 3**.
   The system will strip off the leading digit (4), replace it with 3, and route to extensions 300-399.

❧ For *3302-01: Night Translation Destination*, enter 300.
   All calls go to extension 300 when the system is in the night mode.

Default Routing

By default, the system uses the last 2 digits of the DID string to route to extensions 300-399 because:

❧ The first entry in the table is *** (i.e., wild card representing any received 3-digit string)

❧ The day routing is 3** (i.e., the last 2 digits of the received string are used to route to the corresponding extension beginning with 3). For example, a DID block of 400-499 routes to extensions 300-399.

❧ Since the night route is not programmed, night routing follows the day route setting.

Programming Ranges and Exceptions

When programming a range and exceptions into the DID Translation Table, be sure to put the exceptions in the table first. The following tables show both the correct and incorrect method of setting this up.

Ranges and Exceptions – Correct Configuration			
Table Entry	Digits Received	Day Route	Night Route
01	301	303	700
02	302	304	700
03	3**	3**	

- Calls to 301 route to 303 in the day and the Automated Attendant at night.
- Calls to 302 route to 304 in the day and the Automated Attendant at night.
- All other calls in the 3xx range route to their respective extensions.

Ranges and Exceptions – Incorrect Configuration			
Table Entry	Digits Received	Day Route	Night Route
01	3**	3**	
02	301	303	700
03	302	304	700

Line 3101-3715

Ranges and Exceptions – Incorrect Configuration			
Table Entry	**Digits Received**	**Day Route**	**Night Route**

- In the day, all calls in the 3xx range route to their respective extensions. The day mode exception routing for 301 and 302 is ignored.
- Only at night is the exception routing for 301 and 302 in force.

Options

3302-01: Incoming DID Digits
(Incoming Digits)

> For the table entry you are programming, use this option designate the incoming digits you want to translate.
>
> *Features*
> - *Direct Inward Dialing* (page 99)
>
> *IntraMail Features*
> - None
>
> *Options*
> - **Digits** (1-8 digits using 0-9)
> - ***** (wild card representing any digit)
>
> *Default*
> - ******* for entry 001. All other table entries blank.

3302-01: Day Translation Destination
(Day Translation)

> For the table entry you are programming, use this option to designate the day mode destination for the incoming DID digits.
>
> *Features*
> - *Direct Inward Dialing* (page 99)
>
> *IntraMail Features*
> - None
>
> *Options*
> - **Digits** (1-8 digits using 0-9)
> - ***** (wild card representing any digit)
>
> *Default*
> - **3**** for entry 001. All other table entries blank.

3302-01: Night Translation Destination
(Night Translation)

> For the table entry you are programming, use this option to designate the night mode destination for the incoming DID digits.
>
> *Features*
> - *Direct Inward Dialing* (page 99)
>
> *IntraMail Features*
> - None
>
> *Options*
> - **Digits** (1-8 digits using 0-9)

- ***** (wild card representing any digit)

Default
- **3**** for entry 001. All other table entries blank.

3302-01: MFC Category
(MFC Category)

<u>For E1 lines only</u>, use this option to set the MFC Dialing Category for each DID Table entry. This option is not used in North America. The available options are:

1403-DID MFC Dialing Category Options	
Option	**Description**
0	Normal
1	Without charge
2	Called Party Release

Features
- None

IntraMail Features
- None

Options
- **0** for Normal
- **1** for Without Charge
- **2** for Called Party Release

Default
- **0**

Line 3101-3715

Description

Use this program to set up the PBX Access Codes Table.

Options

3401-01: PBX Access Code Digits
(PBX Access Digits)

Use this option to enter codes into the PBX Access Codes Table. You can enter up to 10 PBX Access Codes. Each code is either 1 or 2 digits long, using the digits 0-9 and #. You can use * as a wild card character that can be entered in any position.

Features
- *PBX / Centrex Compatibility* (page 270)

IntraMail Features
- None

Options
- **Digits** (2 max, using 0-9 and #, with * as a wild card representing any digit).

Default
- No entries

Description

Use this program to set the Toll Restriction country type and enter additional emergency numbers.

Options

3501-01: Toll Restriction Country Type
(Toll Restrict Type)

Use this option to set the Toll Restriction country type. *You should select US Domestic (1) for systems installed in North America.*

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **1** for US Domestic (North American) Toll Restriction
- **2** for Latin American Toll Restriction

Default
- **1**

3501-02: Emergency Number
(Emergency Num)

This option is fixed at **911** for systems using US Domestic (North American) Toll Restriction. You cannot change this setting.

Description

Use this program to enable or disable Active Key Pad (continuous dialing).

Options

3511-01: Active Key Pad

(Active Dial Pad)

Use this option to enable or disable Active Key Pad (continuous dialing) for outside calls.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

Description

Use this program to enable or disable the following types of dialing:
- 0 + XXX Operator Assisted Dialing
- 011 + XXX International Dialing
- 101x Equal Access Dialing
- Allow N11 Dialing

Options

3512-01: Allow 0 + XXX Operator Assisted Dialing
(0+XXX)

Use this option to enable or disable an extension's ability to manually dial 0 + (operator assisted) calls.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

3512-02: Allow 011 + XXX International Dialing
(Allow 011+XXX)

Use this option to enable or disable 011 (international) dialing.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

3512-03: Allow 101x Equal Access Dialing
(Allow 101X)

This option disables or enables the dialing of Equal Access Codes 1011 through 1019. It has no affect on the more common 1010 XXX Equal Access Codes. Use *352x-1010-XXX / Local XXX (Equal Access Dialing)* (page 844) to restrict the more common 1010 codes.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

3512-04: Allow N11 Dialing

(Allow N11)

Use this option to enable or disable dialing N11 services such as directory assistance (411) and repair (611). This option does not restrict 911 or 1 + 911 calls. These calls are always allowed.

Features
- _Toll Restriction_ (page 351)

IntraMail Features

- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **Yes** (1) - Enabled

Description

This program is not applicable to systems installed in North America.

Description

Use this program to set up the *1010 + XXX Equal Access Dialing Table*. By default, this type of dialing is enabled because the *1010 + XXX Equal Access Dialing Table* is a deny table with no entries (i.e., it denies nothing). A table entry is 3 digits long, using the digits 0-9. You can use the * character as a wild card, which can be entered in any position in the table. A wild card allows the table to accept any digit in that position. For example, the entry 2*0 represents 200 through 290. The Verified Account Code Table can hold up to 96 entries.

Options

3521-01: Initialize Table
(Initialize Table)

Use this option to initialize the *1010 + XXX Equal Access Dialing Table*.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **No** (0) - Initialize the *1010 + XXX Equal Access Dialing Table*.
- **Yes** (1) - Do not initialize the 1010 + XXX Equal Access Dialing Table.

Default
- N/A

3521-02: Table Type (Allow or Deny)
(Allow/Deny)

Use this option to designate the table as an allow or deny table. If set as an allow table, Toll Restriction will allow (permit) only those codes programed into the table.If set as a deny table, Toll Restriction will deny (block) only those codes listed in the table.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **0** for deny
- **1** for allow

Default
- **0**

3522-xx: Table Data

(Dial Code)

Use this option to enter data into the *1010 + Equal Access Dialing Table*. You can enter up to 96 codes.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **3** digits using 0-9
- ***** is a wild card entry representing any digit

35xx-Toll Restriction

353x-1+XXX / TBL-A XXX (NPA/NXX Dialing 3-Digit Table)

3531-Table Options

Description

Use this program to set up the *1 + NPA/NXX Dialing 3-Digit Table*. By default, this type of dialing is enabled because the *1 + NPA/NXX Dialing 3-Digit Table* is a deny table with no entries (i.e., it denies nothing). A table entry is 3 digits long, using the digits 0-9. You can use the * character as a wild card, which can be entered in any position in the table. A wild card allows the table to accept any digit in that position. For example, the entry 2*0 represents 200 through 290. The Verified Account Code Table can hold up to 96 entries.

Do not enter either 911 or 1911 into the table. When a user presses a line key and dials either 911 or 1911, the system immediately bypasses all Toll Restriction and Account Code programming and routes the call.

Options

3531-01: Initialize Table

(Initialize Table)

Use this option to initialize the *1 + NPA/NXX Dialing 3-Digit Table*.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **No** (0) - Initialize the *1 + NPA/NXX Dialing 3-Digit Table*.
- **Yes** (1) - Do not initialize the *1 + NPA/NXX Dialing 3-Digit Table*.

Default
- N/A

3531-02: Table Type (Allow or Deny)

(Allow/Deny)

Use this option to designate the table as an allow or deny table. If set as an allow table, Toll Restriction will allow (permit) only those codes programed into the table.If set as a deny table, Toll Restriction will deny (block) only those codes listed in the table.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **0** for deny
- **1** for allow

Default
- **0**

3532-xx: Table Data
(Dial Code)

Use this option to enter data into the *1 + NPA/NXX Dialing 3-Digit Table*. You can enter up to 96 codes.

<u>*Features*</u>
- *Toll Restriction* (page 351)

<u>*IntraMail Features*</u>
- None

<u>*Options*</u>
- **3** digits using 0-9
- ***** is a wild card entry representing any digit

35xx-Toll Restriction

354x-1+XXX-XXX / TBL-A XXXXXXX (1 + NPA + NXX Dialing 6-Digit Table)

3541-Table Options

Description

Use this program to set up the *1 + NPA + NXX Dialing 6-Digit Table*. By default, this type of dialing is enabled because the *1 + NPA + NXX Dialing 6-Digit Table* is a deny table with no entries (i.e., it denies nothing). A table entry is 3 digits long, using the digits 0-9. You can use the * character as a wild card, which can be entered in any position in the table. A wild card allows the table to accept any digit in that position. For example, the entry 2*0 represents 200 through 290. The Verified Account Code Table can hold up to 96 entries.

Do not enter either 911 or 1911 into the table. When a user presses a line key and dials either 911 or 1911, the system immediately bypasses all Toll Restriction and Account Code programming and routes the call.

Options

3541-01: Initialize Table

(Initialize Table)

Use this option to initialize the *1 + NPA + NXX Dialing 6-Digit Table*.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **No** (0) - Initialize the *1 + NPA + NXX Dialing 6-Digit Table*.
- **Yes** (1) - Do not initialize the *1 + NPA + NXX Dialing 6-Digit Table*.

Default
- N/A

3541-02: Table Type (Allow or Deny)

(Allow/Deny)

Use this option to designate the table as an allow or deny table. If set as an allow table, Toll Restriction will allow (permit) only those codes programed into the table. If set as a deny table, Toll Restriction will deny (block) only those codes listed in the table.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **0** for deny
- **1** for allow

Default
- **0**

3542-xx: Table Data

(Dial Code)

Use this option to enter data into the *1 + NPA + NXX Dialing 6-Digit Table*. You can enter up to 96 codes.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **3** digits using 0-9
- ***** is a wild card entry representing any digit

Line
3101-3715

35xx-Toll Restriction

355x-XXX / TBL-B-XXX (NPA/NXX Dialing 3-Digit Table)

3551-Table Options

Description

Use this program to set up the *NPA/NXX Dialing 3-Digit Table*. By default, this type of dialing is enabled because the *NPA/NXX Dialing 3-Digit Table* is a deny table with no entries (i.e., it denies nothing). A table entry is 3 digits long, using the digits 0-9. You can use the * character as a wild card, which can be entered in any position in the table. A wild card allows the table to accept any digit in that position. For example, the entry 2*0 represents 200 through 290. The Verified Account Code Table can hold up to 96 entries.

Do not enter either 911 or 1911 into the table. When a user presses a line key and dials either 911 or 1911, the system immediately bypasses all Toll Restriction and Account Code programming and routes the call.

Options

3551-01: Initialize Table

(Initialize Table)

Use this option to initialize the *NPA/NXX Dialing 3-Digit Table*.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **No** (0) - Initialize the *NPA/NXX Dialing 3-Digit Table*.
- **Yes** (1) - Do not initialize the *NPA/NXX Dialing 3-Digit Table*.

Default
- N/A

3551-02: Table Type (Allow or Deny)

(Allow/Deny)

Use this option to designate the table as an allow or deny table. If set as an allow table, Toll Restriction will allow (permit) only those codes programed into the table.If set as a deny table, Toll Restriction will deny (block) only those codes listed in the table.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **0** for deny
- **1** for allow

Default
- **0**

3552-xx: Table Data

(Dial Code)

Use this option to enter data into the *NPA/NXX Dialing 3-Digit Table*. You can enter up to 96 codes.

<u>*Features*</u>
- *Toll Restriction* (page 351)

<u>*IntraMail Features*</u>
- None

<u>*Options*</u>
- **3** digits using 0-9
- ***** is a wild card entry representing any digit

35xx-Toll Restriction
356x-XXX-XXX / TBL-B XXXXXX (NPA + NXX Dialing 6-Digit Table)
3561-Table Options

Description

Use this program to set up the *NPA + NXX Dialing 6-Digit Table*. By default, this type of dialing is enabled because the *NPA + NXX Dialing 6-Digit Table* is a deny table with no entries (i.e., it denies nothing). A table entry is 3 digits long, using the digits 0-9. You can use the * character as a wild card, which can be entered in any position in the table. A wild card allows the table to accept any digit in that position. For example, the entry 2*0 represents 200 through 290. The Verified Account Code Table can hold up to 96 entries.

Do not enter either 911 or 1911 into the table. When a user presses a line key and dials either 911 or 1911, the system immediately bypasses all Toll Restriction and Account Code programming and routes the call.

Options

3561-01: Initialize Table
(Initialize Table)

Use this option to initialize the *NPA + NXX Dialing 6-Digit Table*.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **No** (0) - Initialize the *NPA + NXX Dialing 6-Digit Table*.
- **Yes** (1) - Do not initialize the *NPA + NXX Dialing 6-Digit Table*.

Default
- N/A

3561-02: Table Type (Allow or Deny)
(Allow/Deny)

Use this option to designate the table as an allow or deny table. If set as an allow table, Toll Restriction will allow (permit) only those codes programed into the table.If set as a deny table, Toll Restriction will deny (block) only those codes listed in the table.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **0** for deny
- **1** for allow

Default
- **0**

3562-xx: Table Data
(Dial Code)

Use this option to enter data into the *NPA + NXX Dialing 6-Digit Table*. You can enter up to 96 codes.

<u>*Features*</u>
- *Toll Restriction* (page 351)

<u>*IntraMail Features*</u>
- None

<u>*Options*</u>
- **3** digits using 0-9
- ***** is a wild card entry representing any digit

36xx-AC Codes (Verified Account Codes Table)
360x-Setup
3601-Codes

Description

Use this option to enter codes into the Verified Account Codes Table. When *1412-05: Verified Account Codes* (page 651) is enabled, the system compares the Account Code the user dials to the entries in this table. If an entry matches, the system allows the call (provided it is not prevented by an extension's Toll Restriction). If there is no match, the system denies the call.

A Verified Account Code can be from 1 to 10 digits long, using the digits 0-9. You can use the * character as a wild card, which can be entered in any position in a Verified Account Code. A wild card allows the user to dial any digit in that position. For example, the entry 11*1 represents entries 1101, 1111, 1121, etc.

The Verified Account Code Table can hold up to 1000 entries.

Do not enter either 911 or 1911 into the Verified Account Codes Table. When a user presses a line key and dials either 911 or 1911, the system immediately bypasses all Toll Restriction and Account Code programming and routes the call.

Options

3601-xx: Verified Account Code Data
(Account Code)

Use this option to enter codes into the Verified Account Codes Table.

Features
- *Account Codes* (page 14)

IntraMail Features
- None

Options
- **Digits** (10 max, using 0-9 and * as a wild card representing any digit).
- 1000 table entries maximum.

Default
- No entries.

Description

Use this program to set the record size (capacity) of each Caller ID Logging Group.

Options

3701-[01-08]: Caller ID Logging Group Size
(CID Group 1 Log Size)

Determine the total number of Caller ID records that can be stored in each Caller ID Group. Each group can contain up to 99 records. When assigning records, you cannot exceed the total allowed by the system (1000). For example, if you attempt to assign 50 records and there are only 10 left, the system will automatically change your entry to 10

Features
- *Caller ID Logging* (page 68)

IntraMail Features
- None

Options
- **0-99** Caller ID Group records

Default
- Group 1 has 99 records and all other groups are blank

Description

Use this program to set up the Caller ID callback route.

Options

3711-01: Caller ID Callback Route Type

(Route Type)

Use this option to specify the type of route used for Caller ID callbacks (line or Line Group).

Features
- *Caller ID Logging* (page 68)

IntraMail Features
- *Caller ID and Voice Mail* (page 456)
- *Make Call* (page 525)

Options
- **0** for none
- **1** for line
- **2** for Line Group

Default
- **0**

3711-01: Caller ID Callback Line

(Callback Line)

For a type 1 (line) Caller ID callback route, use this option to select the line (1-64) the system will use when placing the callback.

Features
- *Caller ID Logging* (page 68)

IntraMail Features
- *Caller ID and Voice Mail* (page 456)
- *Make Call* (page 525)

Options
- **1-64** (line 1-64)
- **Undefined** (entered by pressing **CLEAR**)

Default
- **Undefined**

3711-01: Caller ID Callback Group
(Callback Group)

For a type 2 (Line Group) Caller ID callback route, use this option to select the Line Group (90-98) the system will use when placing the callback.

Features
- *Caller ID Logging* (page 68)

IntraMail Features
- *Caller ID and Voice Mail* (page 456)
- *Make Call* (page 525)

Options
- **90-98** (Line Group 90-98)
- **Undefined** (entered by pressing **CLEAR**)

Default
- **Undefined**

Description

Use this program to set the Caller ID Dial Treatment options.

Options

3712-01: Initialize Caller ID Dial Treatment Tables
(Initialize Table)

Use this option to initialize the *3713-Home NPA's (Home Area Code Table)* (page 860), the *3714-HNPA Exceptions (Home Area Code Exception List Table)* (page 861), and the *3715-FNPA Exceptions (Foreign Area Code Exception List Table)* (page 862).

Features
- *Caller ID Logging* (page 68)

IntraMail Features
- None

Options
- **No** (0) - Exit the option without initializing
- **Yes** (1) - Initialize the Caller ID Dial Treatment Tables

Default
- N/A

3712-02: 10-Digit Local Calls
(10 Digit Local Calls)

Use this option to indicate if the system is installed in an area that uses 10 digit local calling. Enable this option if the system is in a 10-digit local calling area. Disable this option if the system is not in a 10-digit local calling area. If enabled, the system will dial all your local Caller ID callbacks as 10-digit calls. If disabled, the system will dial all your local Caller ID callbacks as 7-digit calls.

Features
- *Caller ID Logging* (page 68)

IntraMail Features
- None

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

3712-03: Home Area Code Exception List Type

(HNPA Exception Type)

Use this option to set the Home Area Code Exception List type (toll or local).

Features
- *Caller ID Logging* (page 68)

IntraMail Features
- None

Options
- **0** for local
- **1** for toll

Default
- **0**

37xx-Caller ID (System-Wide Options)

371x-Callback

3713-Home NPA's (Home Area Code Table)

Description

Use this program to set up the Caller ID Home Area Code (HNPA) Table.

Options

3713-[01-16]: Home Area Code Table Data

(xx HNPA #x)

Use this option to specify your system's home area code. This is the area code in which the system is installed. ***You must make an assignment in this program so that Caller ID can properly process callbacks (return calls).***

Options *3712-03: Home Area Code Exception List Type* through *3715-[01-96]: Foreign Area Code Exception List Table Data* determine how the system redials Caller ID calls received as 10 digits or less. This is the US standard (i.e., the leading 1 is not received from telco for long distance calls). If the system is in an area where the telco provides more than 10 digits, the digits are redialed as is (with no modification).

Features
- *Caller ID Logging* (page 68)

IntraMail Features
- None

Options
- 3 digits (using 0-9)
- ***** for wild card representing any digit

Default
- None (no entry)

Description

Use this program to set up the Caller ID Home Area Code (HNPA) Exception List Table.

Options

3714-[01-96]: Home Area Code Exception List Table Data

(xx Dial Code)

Use this option to identify which (if any) calls within your home area code are toll calls. You can set up the Exception List Table as a local table (L) or toll table (T). By default, the HNPA Exception List is a Toll Table with no entries. (This means that the system outdials *all* calls within the home area code without the leading 1.)

❧ When set up as a *Local Table*, the system identifies the NPA + NXX codes you enter as local codes. All other NPA + NXX combinations within your home area code are flagged as toll calls.
- If *3712-02: 10-Digit Local Calls* is enabled, the system dials all local calls as 10-digit (NPA + NNX + xxxx).
- If *3712-02: 10-Digit Local Calls* is disabled, the system strips the NPA and dials all local calls as 7-digit (NXX + xxxx).

❧ When set up as a *Toll Table*, the system identifies the NPA + NXX codes you enter as toll calls. The system outdials them *with* a leading 1. All other NPA + NXX combinations are considered local codes.
- If *3712-02: 10-Digit Local Calls* is enabled, the system dials all local calls as 10-digit (NPA + NNX + xxxx).
- If *3712-02: 10-Digit Local Calls* is disabled, the system strips the NPA and dials all local calls as 7-digit (NXX + xxxx).

Features
• *Caller ID Logging* (page 68)

IntraMail Features
• None

Options
• 3 digits (using 0-9)
• * for wild card representing any digit

Default
• The HNPA Exception List is a Toll Table with no entries (i.e., *all* calls within the home area code outdial without the leading 1).

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37xx-Caller ID (System-Wide Options)

371x-Callback

3715-FNPA Exceptions (Foreign Area Code Exception List Table)

Description

Use this program to set up the Caller ID Foreign Area Code (FNPA) Exception List Table.

Options

3715-[01-96]: Foreign Area Code Exception List Table Data
(xx Dial Code)

If your dialing area has calls in an adjacent area code that are local calls, enter those codes in this table. If the system finds the code in the table, it will dial it as 10-digit (without the leading 1). If the system does not find the code, the system will outdial it as 1 + 10-digit.

Features
- *Caller ID Logging* (page 68)

IntraMail Features
- None

Options
- 3 digits (using 0-9)
- * for wild card representing any digit

Default
- None (no entry)

Description

Use this program to set the voice mail type and master number.

Options

4101-01: Voice Mail Type
(VM Type)

Use this option to set the type of voice mail connected to your system.

Features
- *Message Waiting* (page 238)
- *Voice Mail* (page 372)

IntraMail Features
- None

Options
- **0** for none
- **1** for Built-In Automated Attendant
- **2** for IntraMail
- **3** for UltraMail (DSX-80/160 only)
- **4** for external

Default
- **1** with IntraMail installed
- **3** with UltraMail installed (DSX-80/160 only)
- **0** if no voice mail installed

4101-02: Voice Mail Master Number

(VM UCD Master)

Use this option to set the voice mail master extension number (e.g., 700). ***In most installations, you should not change this option from its default setting (700).***

Features
- *Voice Mail* (page 372)

IntraMail Features
- None

Options
- **Extension number** using 0-9 (3 digits max.)

Default
- **700**

Description

Use this program to enter the voice mail port name as well as set the voice mail Class of Service and Toll Restriction Level.

Options

4111-01: Voice Mail Port Name
(Name)

Use this option to modify the name for all voice mail ports. The system displays this name when a keyset user calls a voice mail port (either by pressing **V-MAIL** or dialing the master number). You should always end the name with the # character. The system substitutes the port number for the #. Using the default name *VM PORT #* for example, the keyset display shows *VM PORT 1* when calling port 1.

> *Features*
> • *Voice Mail* (page 372)
> *IntraMail Features*
> • None
>
> *Options*
> • See *Name Programming Chart* (page 867)
> *Default*
> • **VM PORT #**

4111-02: Voice Mail Port Class of Service
(COS Level)

Use this option to set the Class of Service for all voice mail ports. Normally, you use the voice mail port Class of Service to control Message Notification callouts.

> *Features*
> • None
> *IntraMail Features*
> • *Message Notification* (page 535)
>
> *Options*
> • **1-15** for Class of Service 1-15
> *Default*
> • **2**

4111-03: Voice Mail Port Toll Restriction Level (Day)
(Day Toll Level)

Use this option to set the day mode Toll Restriction Level for all voice mail ports. This allows you to restrict Message Notification callouts placed during the day.

Features
- None

IntraMail Features
- *Message Notification* (page 535)

Options
- **0-7** for Toll Levels 0-7

Default
- **0**

4111-04: Voice Mail Port Toll Restriction Level (Night)
(Night Toll Level)

Use this option to set the night mode Toll Restriction Level for all voice mail ports. This allows you to restrict Message Notification callouts placed at night.

Features
- None

IntraMail Features
- *Message Notification* (page 535)

Options
- **0-7** for Toll Levels 0-7

Default
- **0**

Name Programming Chart

Name Programming Chart									
	Press a key the indicated number of times for desired character								
Key	**1 Time**	**2 Times**	**3 Times**	**4 Times**	**5 Times**	**6 Times**	**7 Times**	**8 Times**	**9 Times**
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								
After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.									
Additional Name Programming Options									
HOLD	Save name.								
SPEAKER	Exit user name programming.								
Volume Up	Scroll the cursor to the right.								
Volume Down	Scroll the cursor to the left.								
CLEAR	• While editing, clears character to the right. • At beginning of line, erases entire entry. • At end of line, becomes a backspace key								
CHECK	Restore the previous entry,								

Description

Use this program to set the voice mail dial 9 group and operator extension.

Options

4112-01: Outgoing Dial 9 Group

(Dial 9 Group)

Use this option to specify the dial-9 group for voice mail ports. Whenever a voice mail port dials 9, the system accesses the first available line in the group specified by this option. This may occur when voice mail is processing Message Notification callouts.

Features
- None

IntraMail Features
- *Message Notification* (page 535)

Options
- **90-98** for line groups 90-98

Default
- **90**

4112-02: Operator's Extension

(Operator Ext)

Assign the voice mail operator. This is the extension reached when a voice mail port dials 0.

Features
- *Voice Mail* (page 372)

IntraMail Features
- None

Options
- **Extension number**
- **None** (Entered by pressing **CLEAR**)

Default
- **300**

Description

Use this program to set the voice mail outgoing line access.

Options

4113-xx: Outgoing Line xx Access
(Line xx Access)

Use this option to set the voice mail port's access options for lines (no access, incoming only, outgoing only, or full access).

Features
- None

IntraMail Features
- *Message Notification* (page 535)

Options
- **0** for no access
- **1** for incoming access only
- **2** for outgoing access only
- **3** for full access

Default
- **3** for all extensions

Description

Use this program to set the voice mail Line Group access.

Options

4114-xx: Outgoing Line Group xx Access

(Group xx Access)

Use this option to enable or disable the voice mail port's outgoing access to each Line Group (90-98).

Features
- None

IntraMail Features
- *Message Notification* (page 535)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- ➥ **Yes** (1) - Enabled

Description

Use this program to set basic voice mail messaging options.

Options

4201-01: Outgoing Message Length
(OGM Msg Length)

Use this option to set the maximum length of recorded outgoing messages. Outgoing messages include:
- Announcement Mailbox Messages.
- Call Routing Mailbox Instruction Menus.
- Directory Dialing Messages.
- Greetings for Subscriber Mailboxes.
- Message On Hold.

Features
- None

IntraMail Features
- *Announcement Mailbox* (page 412)
- *Call Routing Mailbox* (page 450)
- *Directory Dialing* (page 469)
- *Greeting* (page 493)
- *Message On Hold* (page 541)

Options
- **1-4095** seconds

Default
- **4095** seconds

4201-02: Incoming Message Length
(ICM Msg Length)

Use this option to set the maximum length of recorded incoming messages: Incoming messages include:
- Conversation Record.
- Extension users leaving a message in a Subscriber Mailbox.
- Outside Automated Attendant callers accessing a mailbox via a LOGON command and then dialing **RS** to record and send a message.
- Subscriber Mailbox users dialing **RS** to record and send a message.
- Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox.
- Outside callers transferred by an extension user to a Subscriber Mailbox.

The length of a Conversation Record is 10 times the *Subscriber Message Length*. Since the Conversation Record time cannot exceed 4095 seconds, any settings in *Subscriber Message Length* larger than 409 have no effect on the length of recorded conversations.

Features
- None

IntraMail Features
- *Conversation Record* (page 462)
- *Leaving a Message* (page 509)
- *Log Onto Voice Mail* (page 515)
- *Message Length* (page 533)
- *Quick Message* (page 560)
- *Record and Send a Message* (page 562)
- *Subscriber Mailbox* (page 574)
- *Transfer to a Mailbox* (page 583)

Options
- ■ **1-4095** seconds.

Default
- ✔ **120** seconds.

4201-03: Message Backup/Go Ahead Time
(Backup/Advance Time)

Use this option to set the backup/go ahead interval. This interval sets how far IntraMail backs up when a user dials **B** while recording or listening to a message. This interval also sets how far IntraMail jumps ahead when a user dials **G** while listening to a message.

Features
- None

IntraMail Features
- *Listening to Messages* (page 512)

Options
- **1-60** seconds
- **0** for disabled

Default
- **5**

Description

Use this program to set the voice mail Message Notification options.

Options

4202-01: Wait Between Non-Pager Callout Attempts

(Notification Interval)

Use this option to set the minimum time between non-pager Message Notification callouts in which the destination answers, says "Hello," dials 1 to acknowledge and then enters the wrong security code. By default, this interval is 20 minutes.

Features
• None

IntraMail Features
• *Message Notification* (page 535)

Options
• **1-255** minutes

Default
• **20**

4202-02: Wait Between Digital Pager Callout Attempts

(Pager Notif. Interval)

Use this option to set minimum time between unacknowledged or unanswered digital pager Message Notification callouts. (A subscriber acknowledges a digital pager notification by logging onto their mailbox.) After this interval expires, IntraMail will try the callout again (for up to the number of times set in *4202-06: Number of Callout Attempts*).

Features
• None

IntraMail Features
• *Message Notification* (page 535)

Options
• **1-255** minutes

Default
• **15**

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4202-03: Wait Between Busy Non-Pager Callout Attempts

(Busy Notif. Interval)

Use this option to set how long IntraMail will wait, after it dials a busy non-pager callout destination, before retrying the callout number.

Features
- None

IntraMail Features
- *Message Notification* (page 535)

Options
- **1-255** minutes

Default
- **15**

4202-04: Wait Between RNA Non-Pager Callout Attempts

(RNA Notif. Interval)

Use this option to set how long IntraMail will wait, after it dials an unanswered non-pager callout destination, before retrying the callout number.

There are three types of unanswered non-pager callouts:

❧ If the callout rings the destination longer than the *4202-05: Wait for Answer Non-Pager Callout Attempts* option.

❧ If the destination answers, says "Hello" (or the system detects answer supervision) and then hangs up without dialing 1 to log onto their mailbox. This typically happens if someone unfamiliar with notification answers the callout, or if the callout is picked up by an answering machine.

❧ If the destination answers and then hangs up without saying "Hello." This typically happens if someone unfamiliar with the notification answers the callout (like the above example), or if the call is picked up by an answering machine with insufficient outgoing message volume.

Features
• None

IntraMail Features
• *Message Notification* (page 535)

Options
• **1-255** minutes

Default
• **30**

4202-05: Wait for Answer Non-Pager Callout Attempts

(RNA # of Rings)

If a non-pager callout rings the destination longer than this interval, IntraMail marks the call as unanswered (Ring No Answer) and hangs up. This setting is approximate (± a few ring cycles) depending on how long the telco takes to connect the call.

Features
• None

IntraMail Features
• *Message Notification* (page 535)

Options
• **1-99** rings

Default
• **5**

4202-06: Number of Callout Attempts

(Notification Attempts)

Use this option to set how many times IntraMail will retry an incomplete Message Notification callout. This total includes unacknowledged callouts, callouts to a busy destination, and callouts to an unanswered destination. This option applies to pager and non-pager callouts.

Features
- None

IntraMail Features
- *Message Notification* (page 535)

Options
- **1-99** attempts

Default
- **5**

4202-07: Send Pager Callout Until Acknowledged

(Pager Retry Until ACK)

When this option is enabled, IntraMail will continue to retry a digital pager Message Notification callout until the notification is acknowledged. If this option is disabled, IntraMail will retry a digital pager Message Notification the number of time specified in *4202-06: Number of Callout Attempts*. This option does not apply to Message Notification callouts to telephone numbers.

A digital pager notification is considered acknowledged when the recipient logs onto the mailbox.

Features
- None

IntraMail Features
- *Message Notification* (page 535)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

4202-08: Digital Pager Callback Number

(Pager Callback Number)

Use this option to set the *Digital Pager Callback Number* portion of the Message Notification callout number for a digital pager. This is the portion of the callout number that is appended to the pager service telephone number. Normally, this option should be **X*M#**, where:
  - **X** is the number of the extension that generated the notification.
  - ***** is a visual delimiter (to make the pager display easier to read).
  - **M** is the number of new messages in the extension's mailbox.
  - **#** is the digit normally used by the pager service for positive disconnect.

Features
- None

IntraMail Features
- *Message Notification* (page 535)

Options
- **Digits**, 12 maximum, using 0-9, # and *
- **M** for number of messages
- **N** for none
- **X** for extension number
  IntraMail automatically replaces the **X** command with the number of the extension that initially received the message.

Default
- **X*M#**

4202-09: Delay in Dialing Digital Pager Callback Number

(Pager Dial Delay)

Use this option to set the delay that occurs just before IntraMail dials the *Digital Pager Callback Number* portion of the Message Notification callout number for a digital pager. Set this delay so the pager service has enough time to connect to the digital pager before sending the callback number. Your pager service may be able to help you determine the best value for this option. When placing a digital pager notification, the system:

1. Seizes the line specified.

2. Dials the user-entered notification number (in **V-MAIL** + **OP** + **N**).

3. Waits the *4202-09: Delay in Dialing Digital Pager Callback Number*.

4. Dials the number entered in *4202-08: Digital Pager Callback Number*.

The system assumes that the notification number will complete dialing approximately 4 seconds after line seizure. This means that, by default, the Digital Pager Callback Number will be dialed into the pager service about 13 seconds after line seizure.

Features
- None

IntraMail Features
- *Message Notification* (page 535)

Options
- **0-99** seconds

Default
- **9**

4203-01: Primary Voice Prompt Language

(Primary Lang)

Use this option to set the primary IntraMail voice prompt language. There are six possible voice prompt languages, two of which can be active at any one time. One can be active as the Primary Language; the other active as the Secondary Language. If you select a language that doesn't exist (e.g., 3-6), system will use the default language (1 - English mnemonic).

Features
- None

IntraMail Features
- *Bilingual Voice Prompts* (page 443)

Options
- **1** for US English Mnemonic
- **2** for US English Numeric
- **3**-**6** - Not used

Default
- **1** - US English Mnemonic

4203-02: Secondary Voice Prompt Language

(Secondary Lang)

Use this option to set the primary IntraMail voice prompt language. There are six possible voice prompt languages, two of which can be active at any one time. One can be active as the Primary Language; the other active as the Secondary Language.

Features
- None

IntraMail Features
- *Bilingual Voice Prompts* (page 443)

Options
- **1** for US English Mnemonic
- **2** for US English Numeric
- **3**-**6** - Not used

Default
- **1** - US English Mnemonic

Description

For each Answer Table, use this program to set the Default Mailbox, Answer Schedule Override options, and optional Answer Table linking.

Options

4211-01: Default Mailbox

(Default Mbox)

Use this option to set the Answer Table's Default Mailbox. IntraMail uses the Default Mailbox whenever an Answer Schedule is not in effect. By default, this occurs at all times ***other than*** Monday through Friday from 8:30 AM to 5:00 PM.

- If the Default Mailbox is an Announcement Mailbox, the outside caller will hear the recorded announcement. Depending on how the Announcement Mailbox is programmed, IntraMail will then hang up, reroute the call, or provide additional dialing options.
- If the Default Mailbox is a Call Routing Mailbox, the outside caller will hear the instruction menu and can dial any options allowed by the associated Dial Action Table.
- If the Default Mailbox is a Directory Dialing Mailbox, the outside caller will hear the Directory Dialing Message and can reach an extension by dialing the first few letters of the person's name.
- If the Default Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.

Features
- None

IntraMail Features
- *Answer Schedule Override* (page 418)
- *Answer Tables* (page 420)

Options
- **1-16** for Routing Mailboxes 1-16
- **600-607** for Ring Group Mailboxes 600-607
- **700-707** for UCD Group Mailboxes 700-707
- **300-427** for Subscriber Mailboxes 300-427
- **0** for undefined

Default
- ■ 1

4211-02: Answer Schedule Override

(Override Flag)

Use this option to enable or disable Answer Schedule Override for the selected Answer Table. If enabled (and you make an entry for *4211-03: Override Mailbox)*, the active Answer Table will route calls to the Override Mailbox.

Features
- None

IntraMail Features
- *Answer Schedule Override* (page 418)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

4211-03: Override Mailbox
(Override Mbox)

Use this option to specify the mailbox to which Automated Attendant calls should route when you also enable *4211-02: Answer Schedule Override* above.

- If the Override Mailbox is an Announcement Mailbox, the outside caller will hear the recorded announcement. Depending on how the Announcement Mailbox is programmed, IntraMail will then hang up, reroute the call, or provide additional dialing options.
- If the Override Mailbox is a Call Routing Mailbox, the outside caller will hear the instruction menu and can dial any options allowed by the associated Dial Action Table.
- If the Default Mailbox is a Directory Dialing Mailbox, the outside caller will hear the Directory Dialing Message and can reach an extension by dialing the first few letters of the person's name.
- If the Override Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.

Features
- None

IntraMail Features
- *Answer Schedule Override* (page 418)

Options
- **1-16** for Routing Mailboxes 1-16
- **600-607** for Ring Group Mailboxes 600-607
- **700-707** for UCD Group Mailboxes 700-707
- **300-427** for Subscriber Mailboxes 300-427
- **0** for undefined

Default
- ✔ **0**

4211-04: Next Answer Table
(Next Table #)

When 10 Answer Schedules within an Answer Table are not sufficient, use this option to link two Answer Tables together. IntraMail treats the two linked tables as a single 20 entry Answer Table.

Features
- None

IntraMail Features
- *Answer Tables* (page 420)

Options
- **1-8** for Answer Table 1-8
- **Undefined** by pressing **CLEAR.**

Default
- **Undefined**

Description

Use this program to set the Answer Schedule for each Answer Table.

Options

4212-[01-10]: Schedule Type

(Entry xx Type)

Use this option to assign a Schedule Type to the selected Answer Schedule. The Schedule Type determines how the Answer Schedule answers calls.

The schedule can be one of the following types:

1. **Day of the Week**

    A Type 1 Answer Schedule runs on a specific day of the week. For this type of schedule, you select:

    - The day of the week the schedule should run:
    - The schedule start time.
    - The schedule end time.
    - The Call Routing or Announcement Mailbox used to answer calls.

2. **Range of Days**

    A Type 2 Answer Schedule runs for a range of days. For this type of schedule, you select:

    - The day of the week the schedule should start.
    - The day of the week the schedule should stop.
    - The time on the start day the schedule should start.
    - The time on the stop day the schedule should stop.
    - The Call Routing or Announcement Mailbox used to answer the calls.

3. **Date**

    A type 3 Answer Schedule runs only on a specific day of the year. For this type of schedule, you select:

    - The specific date the schedule should run.
    - On the selected date, the time the schedule should start.
    - On the selected date, the time the schedule should stop.
    - The Call Routing or Announcement Mailbox used to answer the calls.

Features
- None

IntraMail Features
- *Answer Tables* (page 420)

Options
- **1** for Day of the Week
- **2** for Range of Days
- **3** for Date
- **Undefined** entered by pressing **CLEAR**

Default
- Answer Schedule 1 for Answer Table 1 is type 2 (Range of Days). It runs Monday through Friday from 8:30 AM to 5:00 PM.
- All other Answer Schedules are undefined.

4212-[01-10]: Routing Mailbox Number
(Entry xx Mbox)

Use this option to select the mailbox that will answer calls when this Answer Schedule is active.
- If the Routing Mailbox is an Announcement Mailbox, the outside caller will hear the recorded announcement. Depending on how the Announcement Mailbox is programmed, IntraMail will then hang up, reroute the call, or provide additional dialing options.
- If the Routing Mailbox is a Call Routing Mailbox, the outside caller will hear the instruction menu and can dial any options allowed by the associated Dial Action Table.
- If the Default Mailbox is a Directory Dialing Mailbox, the outside caller will hear the Directory Dialing Message and can reach an extension by dialing the first few letters of the person's name.
- If the Routing Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.

Features
- None

IntraMail Features
- *Answer Tables* (page 420)

Options
- **1-16** for Routing Mailboxes 1-16
- **600-607** for Ring Group Mailboxes 600-607
- **700-707** for UCD Group Mailboxes 700-707
- **300-427** for Subscriber Mailboxes 300-427
- **0** for undefined

Default
- Answer Schedule 1 for Answer Table 1 uses Routing Mailbox **1**. It is a type 2 (Range of Days) schedule that runs Monday through Friday from 8:30 AM to 5:00 PM.
- All other Answer Schedules are undefined.

4212-[01-10]: Schedule Start Day
(Entry xx (Start) Day)

Use this option to specify the day of the week the Answer Schedule should start. For type 1 (Day of Week) schedules, this is the day the schedule should run. For type 2 (Range of Days) schedules, this is the day the schedule should start. This option does not apply to type 3 (Date) schedules.

Features
- None

IntraMail Features
- *Answer Tables* (page 420)

Options
- **1** for Sunday.
- **2** for Monday.
- **3** for Tuesday.
- **4** for Wednesday.
- **5** for Thursday.
- **6** for Friday.
- **7** for Saturday.

Default
- Answer Schedule 1 for Answer Table 1 starts on day **1**. It is a type 2 (Range of Days) schedule that runs Monday through Friday from 8:30 AM to 5:00 PM.
- All other Answer Schedules are undefined.

4212-[01-10]: Schedule End Day

(Entry xx End Day)

Use this option to specify the day of the week a type 2 (Range of Days) schedule should stop. This option does not apply to type 1 (Day of Week) and type 3 (Date) schedules.

Features
- None

IntraMail Features
- *Answer Tables* (page 420)

Options
- **1** for Sunday.
- **2** for Monday.
- **3** for Tuesday.
- **4** for Wednesday.
- **5** for Thursday.
- **6** for Friday.
- **7** for Saturday.

Default
- Answer Schedule 1 for Answer Table 1 stops on day **5**. It is a type 2 (Range of Days) schedule that runs Monday through Friday from 8:30 AM to 5:00 PM.
- All other Answer Schedules are undefined.

4212-[01-10]: Schedule Run Date

(Entry xx Date MM/DD)

Use this option to specify the day of the week a type 3 (Date) schedule should run. This option does not apply to type 1 (Day of Week) and type 2 (Range of Days) schedules.

Features
- None

IntraMail Features
- *Answer Tables* (page 420)

Options
- **MMDD** for Month and Day.
- For example, for Christmas day enter 1225.

Default
- Answer Schedule 1 for Answer Table 1 is a type 2 (Range of Days) schedule that runs Monday through Friday from 8:30 AM to 5:00 PM.
- All other Answer Schedules are undefined.

4212-[01-10]: Schedule Start Time
(Entry xx Start Time HH:MM)

Use this option to specify the time of day the schedule should start. It applies to all schedule types.

Features
- None

IntraMail Features
- *Answer Tables* (page 420)

Options
- **HHMM** for time of day (in 24-hour format)
- For example, for 8:00AM enter 0800.

Default
- Answer Schedule 1 for Answer Table 1 is a type 2 (Range of Days) schedule that starts Monday at 8:30 AM.

4212-[01-10]: Schedule End Time

(Entry xx End Time HH:MM)

Use this option to specify the time of day the schedule should stop. It applies to all schedule types.

Features
- None

IntraMail Features
- *Answer Tables* (page 420)

Options
- **HHMM** for time of day (in 24-hour format)
- For example, for 8:00AM enter 0800.

Default
- Answer Schedule 1 for Answer Table 1 is a type 2 (Range of Days) schedule that starts Monday at 8:30 AM.

Type 1 (Day of Week) Schedule Example

Type 1 (Day of Week) Example				
Answer Table = 1				
	Schedule = 1			
		Schedule Type = 2		
			Mailbox Number = 2	
			Start Day = 1	
			End Day = 4	
			Start Time = 0800	
			End Time = 1030	
	Schedule = 2			
		Schedule Type = 2		
			Mailbox Number = 8	
			Start Day = 1	
			End Day = 4	
			Start Time = 1030	
			End Time = 1130	
	Schedule = 3			
		Schedule Type = 1		
			Mailbox Number = 9	
			Day of Week = 3	
			Start Time = 0900	
			End Time = 1000	

Summary

❧ Schedule 1 is a Range of Days schedule and runs Sunday through Wednesday from 8:00 AM to 10:30 AM and answers with Call Routing Mailbox 2.

❧ Schedule 2 is a Range of Days schedule and runs Sunday through Wednesday from 10:30 AM to 11:30 AM and answers with Announcement Mailbox 8.

❧ Schedule 3 is a Day of Week schedule and runs on Wednesday from 9:00 AM to 10:00 AM and uses Announcement Mailbox 9.

❧ The Default Mailbox (normally Call Routing Mailbox 1) answers at all other times not covered by the Schedules 1-3.

When setting up Answer Tables with multiple types, build the Answer Schedules in the following order:

1. Range of Days

2. Day of Week

3. Date.

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Type 2 (Range of Days) Schedule Example

Type 2 (Range of Days) Example			
Answer Table = 1			
	Schedule = 1		
		Schedule Type = 2	
			Mailbox Number = 2
			Start Day = 1
			End Day = 4
			Start Time = 0830
			End Time = 1700
	Schedule = 2		
		Schedule Type = 2	
			Mailbox Number = 8
			Start Day = 5
			End Day = 7
			Start Time = 0830
			End Time = 1700

Summary

➜ Schedule 1 is a Range of Days schedule that runs Sunday through Wednesday from 08:30 AM to 5:00 PM and answers with Call Routing mailbox 2.

➜ Schedule 2 is a Range of Days schedule that runs Thursday through Saturday from 08:30 AM through 5:00 PM and answers with Announcement Mailbox 8.

➜ The Default Mailbox (usually Call Routing Mailbox 1) answers at all other times not covered by Schedules 1 and 2.

When setting up Answer Tables with multiple types, build the Answer Schedules in the following order

1. Range of Days
2. Day of Week
3. Date.

Type 3 (Date) Schedule Example

Type 3 (Date) Example			
Answer Table = 1			
	Schedule = 1		
		Schedule Type = 2	
			Mailbox Number = 2
			Start Day = 2
			End Day = 6
			Start Time = 0800
			End Time = 1700
	Schedule = 2		
		Schedule Type = 2	
			Mailbox Number = 8
			Start Day = 7
			End Day = 1
			Start Time = 0800
			End Time = 1700
	Schedule = 3		
		Schedule Type = 3	
			Mailbox Number = 9
			Date = 1225
			Start Time = 0800
			End Time = 1700

Summary

- Schedule 1 is a Range of Days schedule and runs Monday through Friday from 8:00 AM to 5:00 PM and answers with Call Routing Mailbox 2.
- Schedule 2 is a Range of Days schedule and runs Saturday and Sunday from 8:00 AM to 5:00 PM and answers with Announcement Mailbox 8.
- Schedule 3 is a Date schedule that only runs on Christmas day from 8:00 AM to 5:00 PM and answers with Announcement Mailbox 9.
- The Default Mailbox (usually Call Routing Mailbox 1) answers at all other times not covered by Schedules 1-3.

When setting up Answer Tables with multiple types, build the Answer Schedules in the following order:

1. Range of Days
2. Day of Week
3. Date.

Description

Use this program to set the Routing Mailbox type.

Options

4221-01: Routing Mailbox Type

(Mailbox Type)

Use this option to assign a mailbox type to the selected Routing Mailbox. Routing Mailboxes can be Call Routing Mailboxes, Announcement Mailboxes, or Directory Dialing Mailboxes.

Features
- None

IntraMail Features
- *Announcement Mailbox* (page 412)
- *Call Routing Mailbox* (page 450)
- *Directory Dialing* (page 469)
- *Directory Dialing Mailbox* (page 475)

Options
- **0** for none
- **1** for Call Routing Mailbox
- **2** Announcement Mailbox
- **3** Directory Dialing Mailbox

Default
- Routing Mailboxes 0-7 are Call Routing Mailboxes (**1**).
- Routing Mailboxes 8-15 are Announcement Mailboxes (**2**).

4221-02: Routing Mailbox Voice Prompt Language

(Voice Prompts)

Use this option to set the Routing Mailbox voice prompt language. You can choose either the Primary Language or the Secondary Language. To activate a different primary or Secondary Language, see *4203-Voice Prompts (Active System Voice Prompt Languages)* (page 879).

Features
- None

IntraMail Features
- *Bilingual Voice Prompts* (page 443)

Options
- **1** for Primary Language
- **2** for Secondary Language

Default
- **1** for Primary Language

Description

Use this program to set the routing options for each Call Routing Mailbox. The entries you make in this program are valid only if the Routing Mailbox is assigned as a Call Routing Mailbox (**1**) in *4221-01: Routing Mailbox Type*.

Options

4222-01: Dial Action Table
(Dial Action Table)

Use this option to assign the Dial Action Table to the Call Routing Mailbox. The Dial Action Table defines the dialing options for the call Routing Mailbox.

Features
- None

IntraMail Features
- *Call Routing Mailbox* (page 450)
- *Centrex Transfer* (page 460)
- *Dial Action Table* (page 465)
- *External Transfer* (page 483)

Options
- **1-16** (Dial Action Table 1-16)

Default
- **1**

4222-02: Time Limit for Dialing Commands
(Dialing Timeout)

This option determines how long IntraMail will wait for an Automated Attendant caller who doesn't dial before routing the call to the Timeout destination. Be sure your Dial Action Tables have a Timeout action programmed.

If the caller waits too long to dial:
- When the associated Dial Action Table has a Timeout action, the caller routes to that destination.
- When the associated Dial Action Table does not have a Timeout action programmed, the Instruction Menu repeats 3 times and then IntraMail hangs up.

Features
- None

IntraMail Features
- *Call Routing Mailbox* (page 450)
- *Dial Action Table* (page 465)

Options
- **1-99** seconds
- **0** causes the Automated Attendant to immediately route callers to the Timeout destination.

Default
- **5**

4222-03: Screened Transfer Timeout
(STRF Timeout)

Use this option to set how long a Screened Transfer (STRF) from the Automated Attendant will ring an

unanswered extension before recalling. The *1603-01: Transfer Recall Timer* (page 675) has no interaction with this option.

Features
- None

IntraMail Features
- *Screened Transfer* (page 567)

Options
- **1-255** seconds
- **0** causes immediate recall

Default
- **15**

4222-04: Fax Detection

(Fax Detection)

Use this option to enable or disable Fax Detection for the Call Routing Mailbox. If enabled, the Call Routing Mailbox will detect incoming fax CNG tone. The fax will then route to the fax machine specified in *4222-05: Fax Extension* below. If disabled, the Call Routing Mailbox will not detect incoming fax calls.

Features
- None

IntraMail Features
- *Fax Detection* (page 485)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

4222-05: Fax Extension

(Fax Transfer Ext)

Use this option to specify the extension number of the fax machine associated with the Call Routing Mailbox. When the Call Routing Mailbox answers a call and detects fax (CNG) tone, it automatically transfers the call to this extension.

Features
- None

IntraMail Features
- *Fax Detection* (page 485)

Options
- **Extension number** 0-999
- **None** entered by pressing **CLEAR**

Default
- **None**

Description

If the Routing Mailbox is an Announcement Mailbox, use this program to set the Announcement Mailbox options. The entries you make in this program are valid only if the Routing Mailbox is assigned as an Announcement Mailbox (**2**) in *4221-01: Routing Mailbox Type*.

Options

4223-01: Repeat Count
(# of Repeats)

Enter the number of times you want the Announcement Mailbox message to repeat to callers. After an Announcement Mailbox caller initially listens to the message, it will repeat the number of times specified in this option. This option interacts with *4223-02: Hang Up After* and *4223-03: Next Call Routing Mailbox* when providing routing options. For a detailed explanation of the interaction of these options, turn to the following charts:
- *Direct Announcement Mailbox Routing* (page 413)
- *Routed Announcement Mailbox Routing* (page 414)

Features
- None

IntraMail Features
- *Announcement Mailbox* (page 412)
- *Next Call Routing Mailbox* (page 552)

Options
- **1-10** (Announcement repeats 1-10 times)
- **0** (No repeats)

Default
- **0**

4223-02: Hang Up After
(Hangup Option)

Use this option along with *4223-01: Repeat Count* and *4223-03: Next Call Routing Mailbox* to provide additional routing options to Automated Attendant callers. For a detailed explanation of the interaction of these options, turn to the following charts:
- *Direct Announcement Mailbox Routing* (page 413)
- *Routed Announcement Mailbox Routing* (page 414)

Features
- None

IntraMail Features
- *Announcement Mailbox* (page 412)
- *Next Call Routing Mailbox* (page 552)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

4223-03: Next Call Routing Mailbox

(Next CRMB)

If you set up an Announcement Mailbox to answer Automated Attendant calls, use this option to provide additional routing options to the Automated Attendant callers. This option interacts with *4223-01: Repeat Count* and *4223-02: Hang Up After* below. For a detailed explanation of the interaction of these options, turn to the following charts:

- *Direct Announcement Mailbox Routing* (page 413)
- *Routed Announcement Mailbox Routing* (page 414)

Features
- None

IntraMail Features
- *Announcement Mailbox* (page 412)
- *Next Call Routing Mailbox* (page 552)

Options
- **1-16** for Call Routing Mailbox numbers 1-16
- **0** for undefined

Default
- **0**

Description

If the Routing Mailbox is a Directory Dialing Mailbox, use this option to set the Directory Dialing options. The entries you make in this program are valid only if the Routing Mailbox is assigned as a Directory Dialing Mailbox (**3**) in *4221-01: Routing Mailbox Type*.

Options

4224-01: Directory List Number to Use
(Directory List)

Use this option to specify which Directory List the Directory Dialing Mailbox should use. The Directory Dialing Mailbox can only call Subscriber Mailboxes that are in the list specified by this option.

Features
- None

IntraMail Features
- *Directory Dialing* (page 469)

Options
- **1-8** for Directory List 1-8

Default
- **1**

4224-02: Time Limit for Dialing Commands
(Dialing Timeout)

This option determines how long IntraMail will wait for the caller connected to the Directory Dialing Mailbox to dial before repeating the Directory Dialing Message. If the caller doesn't dial within three repeats of the message, IntraMail routes the call to the Next Call Routing Mailbox for the Directory Dialing Mailbox.

Features
- None

IntraMail Features
- *Directory Dialing* (page 469)

Options
- **1-99** seconds
- **0** immediate timeout

Default
- **5**

4224-03: Screened Transfer Timeout
(STRF Timeout)

Use this option to set how long a Screened Transfer (STRF) from the Directory Dialing Mailbox will ring an unanswered extension before recalling.

Features
- None

IntraMail Features
- *Directory Dialing* (page 469)
- *Extension Hunting to Voice Mail* (page 478)
- *Screened Transfer* (page 567)

Options
- **1-255** seconds
- **0** for immediate recall

Default
- **15**

4224-04: Extension Name Match

(Name Match)

Use this option to determine which portion of the extension's programmed name Directory Dialing will use to route the call. The options are **1** (first) or **2** (last). The setting you choose in this option depends on how you set up *1511-01: Name Format* (page 655). For example:

1511-01: Name Format	*4224-04: Extension Name Match*	*Entered Name*	*Directory Dialing Routes by:*
1 (first-last)	1 (first)	Mary Jones	Mary
	2 (last)		Jones
2 (last-first)	1 (first)		Jones
	2 (last)		Mary

Features
• None

IntraMail Features
• *Directory Dialing* (page 469)

Options
• **1** for first
• **2** for last

Default
• **1**

4224-05: Minimum Number of Letters Required

(Minimum Letters)

Use this option to specify the minimum number of letters the caller should dial in order to be routed by the Directory Dialing Mailbox. Callers must dial this minimum number of letters, followed by **#**.

Features
• None

IntraMail Features
• *Directory Dialing* (page 469)

Options
• **1-3** for 1 to 3 letters required

Default
• **1**

4224-06: Transfer Options

(Transfer Option)

Use this option to define the action Directory Dialing uses when routing a call (Screened or Unscreened Transfer)

Features
- None

IntraMail Features
- *Directory Dialing* (page 469)

Options
- **1** for Screened Transfer (STRF)
- **2** for Unscreened Transfer (UTRF)

Default
- **1**

4224-07: Next Call Routing Mailbox

(Next CRMB)

Use this option to specify the Next Call Routing Mailbox for the Directory Dialing Mailbox. If a Next Call Routing Mailbox is specified, the following will occur:

■ If the caller dials 0 while listening to the Directory Dialing Message, they route to the 0 action programmed into the Dial Action Table associated with the Next Call Routing Mailbox.

■ If the caller dials # while listening to the Directory Dialing Message, they route immediately to the Next Call Routing Mailbox and listen to the recorded Instruction Menu Message for that mailbox.

Features
- None

IntraMail Features
- *Directory Dialing* (page 469)

Options
- **1-16** for Routing Mailboxes 1-16
- **0** for undefined

Default
- **0**

4224-08: Fax Detection

(Fax Detection)

Use this option to enable or disable Fax Detection for the Directory Dialing Mailbox. If enabled, the Directory Dialing Mailbox will detect incoming fax CNG tone. The fax will then route to the fax machine specified in *4224-08: Fax Detection* below. If disabled, the Directory Dialing Mailbox will not detect incoming fax calls.

Features
- None

IntraMail Features
- *Directory Dialing* (page 469)
- *Fax Detection* (page 485)

Options
- **No** (0) - Disabled
- **Yes** (1) - Enabled

Default
- **No** (0) - Disabled

4224-09: Fax Transfer Extension

(Fax Transfer Ext)

Use this option to specify the extension number of the fax machine associated with the Directory Dialing Mailbox. When the Direct Dialing Mailbox answers a call and detects fax (CNG) tone, it automatically transfers the call to this extension.

Features
- None

IntraMail Features
- *Directory Dialing* (page 469)

Options
- **Extension number** 0-999
- **None** entered by pressing **CLEAR**

Default
- **None**

Description

Use this program to set up the IntraMail Dial Action Tables. The Dial Action Table defines the options than an Automated Attendant caller can dial. A Dial Action Table is associated with a Call Routing Mailbox, which is in turn associated with an Answer Table. When an Answer Table is active, its associated Call Routing Mailbox selects the Dial Action Table which provides dialing options to callers. The illustration below shows how this works in a default IntraMail system. There are 16 Dial Action Tables.

The following table shows the Dial Action Table default assignments.

Dial Action Table Default Settings		
Key	Dial Action Table 1	Dial Action Tables 2-16
0	UTRF to 300 (Unscreened Transfer to 300)	UND (Undefined)
1	UND (Undefined)	UND (Undefined)
2	UND (Undefined)	UND (Undefined)
3	UTRF to XXX (Unscreened Transfer to user-dialed extension)	UND (Undefined)
4	UTRF to XXX (Unscreened Transfer to user-dialed extension)	UND (Undefined)
5	UND (Undefined)	UND (Undefined)
6	UND (Undefined)	UND (Undefined)
7	UND (Undefined)	UND (Undefined)
8	UND (Undefined)	UND (Undefined)
9	HNGUP (Hangup)	UND (Undefined)
*	REC1 to IXXX (Quick Message with Greeting to user-dialed extension)	UND (Undefined)
#	LOGON to IXXX (Logon to user-dialed mailbox)	UND (Undefined)
Timeout	UTRF to 300 (Unscreened Transfer to 300)	UND (Undefined)

Timeout provides the routing for rotary dial callers. See *Automatic Routing for Rotary Dial Callers* (page 442) for more.

Options

4231-01: Digit xx Action
(Digit x Action)

Use this option to assign the actions (functions) to the keys that Automated Attendant callers can dial. See *Dial Action Table Actions* (page 905) for more on each action.

Features
- None

IntraMail Features
- *Centrex Transfer* (page 460)
- *Dial Action Table* (page 465)
- *External Transfer* (page 483)
- *Flexible Mailbox Numbering Plan* (page 488)
- *Go to a Mailbox* (page 491)
- *Greeting* (page 493)
- *Hang Up* (page 506)
- *Log Onto Voice Mail* (page 515)
- *Quick Message* (page 560)
- *Screened Transfer* (page 567)
- *Transfer to a UCD Group* (page 585)
- *Undefined Routing* (page 586)
- *Unscreened Transfer* (page 587)

Options
- **STRF** for Screened Transfer (dial 1)
- **UTRF** for Unscreened Transfer (dial 2)
- **REC1** for Quick Message with Greeting (dial 3)
- **REC2** for Quick Message without Greeting (dial 4)
- **LOGON** for Log Onto Voice Mail (dial 5)
- **Hang Up f**or Hang up (dial 6)
- **GOTO** for go to a mailbox (dial 7)
- **UND** for undefined routing (dial 0)

Default
- See the *Dial Action Table Default Settings* (page 902).

4231-01: Digit xx Routing Data
(Digit x Routing)

Using this option to assign the routing data to each key action. See *Dial Action Table Routing Options* (page 913) for more on each routing option.

Features
- None

IntraMail Features
- *Centrex Transfer* (page 460)
- *Dial Action Table* (page 465)
- *External Transfer* (page 483)
- *Flexible Mailbox Numbering Plan* (page 488)
- *Go to a Mailbox* (page 491)
- *Greeting* (page 493)
- *Hang Up* (page 506)
- *Log Onto Voice Mail* (page 515)
- *Quick Message* (page 560)
- *Screened Transfer* (page 567)

- *Transfer to a UCD Group* (page 585)
- *Undefined Routing* (page 586)
- *Unscreened Transfer* (page 587)

<u>Options</u>
- **Extension number** using 0-9, # and *
- **N** for no routing (press Feature Key 1)
- **I** for ignore caller dialed digit (press Feature Key 2)
- **X** for caller dialed digit (press Feature Key 3)
- **P** for pause (press Feature Key 4)

<u>Default</u>
- See the *Dial Action Table Default Settings* (page 902).

Dial Action Table Actions

STRF Action - Screened Transfer (1)
(STRF)

Use this action to allow an Automated Attendant caller to place a Screened Transfer to an extension. After an Automated Attendant caller dials an extension, IntraMail calls (screens) the destination to see if the transfer can go through.

❧ If the destination is available, the Automated Attendant rings it. If the destination answers, the call goes through.

❧ If the destination doesn't answer within a preset interval, is busy, or is in Do Not Disturb, the Automated Attendant doesn't extend the call. It then provides the caller with additional options.

Routing

Normally, the corresponding *Routing* option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.

• For example, to allow callers to place Screened Transfers to extensions 300-399, for key 3 enter STRF for the *Action* and XXX for the corresponding *Routing*.

To have Screened Transfer call a specific extension, the corresponding *Routing* option should be that extension's number. The caller then dials that single digit to reach the extension.

• For example, to have caller's dial 8 to reach extension 303, for key 8 enter STRF for the *Action* and 303 for the corresponding *Routing*.

Features
• None

IntraMail Features
• *Screened Transfer* (page 567) and *Screened Transfer (STRF) Operation* (page 568)
• *Unscreened Transfer* (page 587)

Options for Action
• **1** for STRF

Options for Routing
• **Digits** using 0-8, # and * (8 max.)
• **N** for no routing (press Feature Key 1)
• **I** for ignore caller dialed digit (press Feature Key 2)
• **X** for caller dialed digit (press Feature Key 3)
• **P** for pause (press Feature Key 4)

Default
• See the *Dial Action Table Default Settings* (page 902).

UTRF Action - Unscreened Transfer (2)
(UTRF)

Use this action to allow an Automated Attendant caller to place an Unscreened Transfer to an extension. This is similar to telephone system unscreened transfers in which the transferring party immediately extends the call. After an Automated Attendant caller dials an extension, IntraMail transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system - just as with any other unscreened transfer.

Routing

Normally, the corresponding *Routing* option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.
- For example, to allow callers to place Unscreened Transfers to extensions 300-399, for key 3 enter UTRF for the *Action* and XXX for the corresponding *Routing*.

To have Unscreened Transfer call a specific extension, the corresponding *Routing* option should be that extension's number. The caller then dials that single digit to reach the extension.
- For example, to have caller's dial 8 to reach extension 303, for key 8 enter UTRF for the *Action* and 303 for the corresponding *Routing*.

Features
- None

IntraMail Features
- *Screened Transfer* (page 567)
- *Unscreened Transfer* (page 587) and *Unscreened Transfer (UTRF) Operation* (page 587)

Options for Action
- **2** for UTRF

Options for Routing
- **Digits** using 0-8, # and * (8 max.)
- **N** for no routing (press Feature Key 1)
- **I** for ignore caller dialed digit (press Feature Key 2)
- **X** for caller dialed digit (press Feature Key 3)
- **P** for pause (press Feature Key 4)

Default
- See the *Dial Action Table Default Settings* (page 902).

REC1 Action - Quick Message With Greeting (3)
(REC1)

Use this action to allow an Automated Attendant caller to leave a Quick Message at an extension. With this action, the caller *will* hear the extension's greeting prior to leaving the message.

Routing

To have the caller leave a quick Message at a specific extension, the corresponding *Routing* option should be the extension number.

To have the caller leave a Quick Message at any caller-dialed extension, the corresponding *Routing* option should be IXXX.

To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding *Routing* option should be XXX.
 • For example, to allow callers to leave a Quick Message extensions 300-399, for key 3 enter REC1 for the *Action* and XXX for the corresponding *Routing*.

Features
 • None
IntraMail Features
 • *Quick Message* (page 560)

Options for Action
 • **3** for REC1
Options for Routing
 • **Digits** using 0-8, # and * (8 max.)
 • **N** for no routing (press Feature Key 1)
 • **I** for ignore caller dialed digit (press Feature Key 2)
 • **X** for caller dialed digit (press Feature Key 3)
 • **P** for pause (press Feature Key 4)
Default
 • See the *Dial Action Table Default Settings* (page 902).

REC2 Action - Quick Message Without Greeting (4)

(REC2)

Use this action to allow an Automated Attendant caller to leave a Quick Message at an extension. With this action, the caller *will not* hear the extension's greeting prior to leaving the message. Instead, the caller hears the voice prompt "*Recording*" followed by a beep.

Routing

To have the caller leave a quick Message at a specific extension, the corresponding *Routing* option should be the extension number.

To have the caller leave a Quick Message at any caller-dialed extension, the corresponding *Routing* option should be IXXX.

To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding *Routing* option should be XXX.

- For example, to allow callers to leave a Quick Message extensions 300-399, for key 3 enter REC2 for the *Action* and XXX for the corresponding *Routing*.

Features
- None

IntraMail Features
- *Quick Message* (page 560)

Options for Action
- **4** for REC2

Options for Routing
- **Digits** using 0-8, # and * (8 max.)
- **N** for no routing (press Feature Key 1)
- **I** for ignore caller dialed digit (press Feature Key 2)
- **X** for caller dialed digit (press Feature Key 3)
- **P** for pause (press Feature Key 4)

Default
- See the *Dial Action Table Default Settings* (page 902).

LOGON Action - Log Onto Voice Mail (5)

(LOGON)

Use this key action to allow an Automated Attendant caller to log onto voice mail. Depending on programming (see *Routing* below), the caller is logged directly into a Subscriber Mailbox or is prompted to enter a Subscriber Mailbox of their own choosing.***You cannot use the LOGON option with Call Routing and Announcement Mailboxes.***

Routing

To log directly into a specific Subscriber Mailbox, enter the **mailbox number** in the corresponding *Routing* option.
- For example, to have key 4 log directly into Subscriber Mailbox 305, for key 4 enter LOGON for the *Action* and 305 for the corresponding *Routing*.

To have IntraMail request Automated Attendant callers to select a Subscriber Mailbox to log into, enter **N** in the corresponding *Routing* option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.
- For example, to have the Automated Attendant request callers to enter the number of the Subscriber Mailbox into which they wish to log, for key 3 enter LOGON for the *Action* and N for the corresponding *Routing*. When callers dial 3, they hear, "*Please enter your mailbox number.*"

To have IntraMail require Automated Attendant callers to enter a Subscriber Mailbox to log into (without playing an announcement), enter **XXX** in the corresponding *Routing* option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.
- For example, to allow callers to log onto mailboxes 300-399, for key 3 enter LOGON for the *Action* and XXX for the corresponding *Routing*.

To log into *any* valid Subscriber Mailbox, enter **IXXX** in the corresponding *Routing* option.
- For example, to allow callers to dial 1 plus any Subscriber Mailbox number to log on, for key 1 enter LOGON for the *Action* and IXXX for the corresponding *Routing*.

Features
- None

IntraMail Features
- *Log Onto Voice Mail* (page 515)

Options for Action
- **5** for LOGON

Options for Routing
- **Digits** using 0-8, # and * (8 max.)
- **N** for no routing (press Feature Key 1)
- **I** for ignore caller dialed digit (press Feature Key 2)
- **X** for caller dialed digit (press Feature Key 3)
- **P** for pause (press Feature Key 4)

Default
- See the *Dial Action Table Default Settings* (page 902).

Hang Up Action (6)
(HNGUP)

When an Automated Attendant caller presses a key assigned to this action, IntraMail says "*Goodbye*" and immediately hangs up.

Routing

There is no entry required in the corresponding *Routing* option.

Features
- None

IntraMail Features
- *Hang Up* (page 506)

Options for Action
- **6** for Hang Up

Options for Routing
- **Digits** using 0-8, # and * (8 max.)
- **N** for no routing (press Feature Key 1)
- **I** for ignore caller dialed digit (press Feature Key 2)
- **X** for caller dialed digit (press Feature Key 3)
- **P** for pause (press Feature Key 4)

Default
- See the *Dial Action Table Default Settings* (page 902).

GOTO Action - Go to Mailbox (7)
(GOTO)

Use this option to provide Automated Attendant callers with the ability to route to Routing Mailboxes. For example, a caller can dial a digit for Sales, and then go to the Call Routing or Announcement Mailbox that provides the dialing options and instructions for Sales.

Routing

To have Automated Attendant callers dial a single digit to go to a Routing Mailbox, enter the **mailbox number** in the corresponding *Routing* option.
- For example, to have key 1 go to Call Routing Mailbox 1, for key 1 enter GOTO for the *Action* and 1 for the corresponding *Routing*.

To have IntraMail require Automated Attendant callers to enter a Routing Mailbox to go to, enter **XXX** in the corresponding *Routing* option. The key you choose must represent the first digit in the mailbox numbers.
- For example, to allow callers to go to mailboxes 1-16, for key 0 enter GOTO for the *Action* and XXX for the corresponding *Routing*.

To log into *any* valid Routing Mailbox, enter **IXXX** in the corresponding *Routing* option.
- For example, to allow callers to dial 1 plus any Routing Mailbox number to go to, for key 1 enter GOTO for the *Action* and IXXX for the corresponding *Routing*.

Features
- None

IntraMail Features
- *Go to a Mailbox* (page 491)

Options for Action
- **7** for GOTO

Options for Routing
- **Digits** using 0-8, # and * (8 max.)
- **N** for no routing (press Feature Key 1)
- **I** for ignore caller dialed digit (press Feature Key 2)
- **X** for caller dialed digit (press Feature Key 3)
- **P** for pause (press Feature Key 4)

Default
- See the *Dial Action Table Default Settings* (page 902).

UND Action - Undefined Routing (0)

(UND)

Use this key action if you want a key to have no routing (no operation). When an Automated Attendant caller presses an undefined key, they hear, "*That is an invalid entry.*" The caller can then dial another option.

Features
- N/A

IntraMail Features
- None

Options for Action
- **0** for undefined

Options for Routing
- **Digits** using 0-8, # and * (8 max.)
- **N** for no routing (press Feature Key 1)
- **I** for ignore caller dialed digit (press Feature Key 2)
- **X** for caller dialed digit (press Feature Key 3)
- **P** for pause (press Feature Key 4)

Default
- See the *Dial Action Table Default Settings* (page 902).

Dial Action Table Routing Options

Digits

(0-9, #, and *)

Use Dial Action Table digits to route an Automated Attendant call to a specific location (such as an extension). For example, to set up a STRF Action to route to extension 305, for digit 3 enter STRF for the *Action* and 305 for the corresponding *Routing*.

Features
- None

IntraMail Features
- *Dial Action Table* (page 465)

Options
- **Digits** using 0-8, # and * (8 max.)

Default
- See the *Dial Action Table Default Settings* (page 902).

Caller Dialed Digits

(X)

Use the X option to route an Automated Attendant call based on digits the caller dials. Each X entry represents one caller-dialed digit. For example, to set up a STRF Action to route to any caller dialed extension in the 300-399 range, for digit 3 enter STRF for the *Action* and XXX for the corresponding *Routing*.

Features
- None

IntraMail Features
- *Dial Action Table* (page 465)

Options
- **X** for caller dialed digit (press Feature Key 3)

Default
- See the *Dial Action Table Default Settings* (page 902).

Ignore Digits

(I)

Use the I option to represent any digit dialed by the Automated Attendant caller that IntraMail ignores for routing. An example of this is REC action assigned to the * key in Dial Action Table 1 by default. The *Action* is REC2 and the *Routing* is IXXX. This means that a caller can dial * + any mailbox number to leave a Quick Message in that mailbox. IntraMail ignores the first digit dialed by the caller (*), and routes according to the next 3 digits dialed.

Features
- None

IntraMail Features
- *Dial Action Table* (page 465)

Options
- **I** for ignore caller dialed digit (press Feature Key 2)

Default
- See the *Dial Action Table Default Settings* (page 902).

No Routing
(N)

Use the N option when you want no Automated Attendant routing to automatically occur. This can be used with the LOGON action when you want to prompt the caller to enter a mailbox number. To do this for the # key (for example), for the # key enter LOGON for the *Action* and N for the corresponding *Routing*. When the caller dials #, they hear, "*Please enter the mailbox number. Or, to exit, press the pound key.*"

Features
- None

IntraMail Features
- *Dial Action Table* (page 465)

Options
- **N** for no routing (press Feature Key 1)

Default
- See the *Dial Action Table Default Settings* (page 902).

Pause
(P)

Use the P option when you want the Automated Attendant to pause while dialing. This option is typically used with the Centrex Transfer feature to give the system adequate time to dial the stored System Speed Dial number.

To set the duration of the pause, use *1602-04: Dial Pause Timer* (page 673). The default setting is 1 second.

Features
- None

IntraMail Features
- *Centrex Transfer* (page 460)
- *Dial Action Table* (page 465)

Options
- **P** for pause (press Feature Key 4)

Default
- See the *Dial Action Table Default Settings* (page 902).

Description

Use this program to reset the system.

Options

9001-01: System Reset
(System)

Use this option to reset the system. A reset will restart the system with all the programming intact.

Features
- None

IntraMail Features
- None

Options
- **No** (0) - Exit without resetting
- **Yes** (1) - Reset

Default
- **No** (0) - Exit without resetting

Maintenance 9001-9042

Description

Use this program to reset a station port.

9002-01: Station Reset
(Station)

Use this option to reset a station port. A reset will restart the specific extension with all the programming intact. You cannot reset the secondary port of a 2PGDAD Module Door Box port.

Features
- None

IntraMail Features
- None

Options
- **Extension Number**

Default
- None

Description

Use this program to initialize the system.

Options

9011-01: System Initialization
(System)

Use this option to initialize the system database.

Warning
Initializing the system erases all your programmed entries and replaces them with the factory-installed default values.

Features
- *Regional Defaults* (page 286)

IntraMail Features
- None

Options
- **No** (0) - Exit without initializing
- **Yes** (1) -Initialize

Default
- **1**

**Maintenance
9001-9032**

Description

Use this program to initialize Toll Restriction.

Options

9012-01: Initialize Toll Restriction
(Toll Restrict)

Use this option to initialize Toll Restriction. You should initialize Toll Restriction before using if for the first time. This will also initialize Caller ID Tables *3711* through *3715*.

Features
- *Toll Restriction* (page 351)

IntraMail Features
- None

Options
- **No** (0) - Initialize Toll Restriction
- **Yes** (1) - Do not initialize Toll Restriction

Default
- None

Description

Use this program to initialize the Caller ID logs system-wide.

Options

9013-01: Initialize Caller ID Logs
(CID Logs)

Use this option to initialize (clear) all the Caller ID logs system-wide. This utility clears all the personal logs as well as all the group logs. It has no effect on other Caller ID programming.

Features
- *Caller ID* (page 63)
- *Caller ID Logging* (page 68)

IntraMail Features
- None

Options
- **No** (0) - Initialize Caller ID Logs
- **Yes** (1) - Do not initialize Caller ID Logs

Default
- None

Maintenance
9001-9032

Description

Use this program to initialize Distinctive Ringing system-wide.

Options

9014-01: Initialize Ring Tones
(Ring)

Use this option to initialize all ring tones system-wide. This returns all ring tones on all extensions to their default settings.

Features
- *Distinctive Ringing* (page 135)

IntraMail Features
- None

Options
- **No** (0) - Do not initialize ringing system-wide
- **Yes** (1) - Initialize ringing system-wide

Default
- None

Description

Use this program to copy data from an extension to another extension or range of extensions.

Options

9021-01: Station Copy
(Station Copy)

This option allows you to copy station data from one extension to another extension or range of extensions. The table below shows the programs you can copy.

	9021 - Station Copy Program Options		
Option	**Station Program**	**Option**	**Station Program**
01	2101-Type (Station Type)[1]	13	2122-Ring Override
02	2102-Access	14	2123-BLF
03	2103-Ringing	15	2124-Soft Keys
04	2104-Display	16	2131-Lines
05	2111-Features	17	2132-Ringing
06	2112-Speaker Control	18	2133-Line Groups
07	2113-Groups	19	2141-Type (Mailbox Type)
08	2114-Off Hook	20	2142-Setup (Mailbox Setup)
09	2115-Hunt/Overflow	21	2143-Options (Mailbox Options)
10	2116-Off Hook Signal	22	2144-Auto-Attendant (Mailbox AA Options)
11	2117-Call Logging	23	2151-Assignment (Personal Speed Dial Bins)
12	2121-Feature Keys		
[1] 2101-02: Names data is not copied			

Features
• None

IntraMail Features
• None

Options
• Turn to the following page for help using 9021: Station Copy.

Default
• None

**Maintenance
9001-9032**

Using 9021-01: Station Copy		
To copy data from an extension to another extension or range of extensions:		
1.	Access option 9021-01. You see: **Copy Program**	
2.	Press **HOLD** and select the option (01-23) corresponding to the station program you want to copy. • You can dial the option number (01-23) or press **Volume Up** and **Volume Down** to scroll through the selections.	
3.	Press **HOLD**. You see: **From Extension**	
4.	Enter the source extension number + **HOLD**. You see: **To Extension** • This is the extension *from which* the data will be copied.	
5.	Enter the target extension number + **HOLD**. You see: **Thru Extension** • This is the extension *to which* the data will be copied. • If you are copying data to a range of extensions, this is the first (lowest) extension in the range.	
6.	Do one of the following.	
	a.	If copying data to a single extension, re-enter the extension you entered in step 5 above + **HOLD**.
	b.	If copying data to a range of extensions, enter the highest (last) extension in the range + **HOLD**.
7.	When the copy has successfully completed, you see: **Copy Complete**	

Description

Use this program to copy data from a line to another line or range of lines.

Options

9022-01: Line Copy
(Line Copy)

This option allows you to copy data from one line to another line or range of lines. The table below shows the programs you can copy.

	9022 - Line Copy Program Options		
Option	**Line Program**	**Option**	**Line Program**
01	3101-Type (Line Type)[1]	7	3121-Settings (Caller ID)
02	3102-Access	8	3122-Groups (Caller ID)
03	3103-Settings	9	3131-Settings (Voice Mail)
04	3111-Features	10	3141-Dialing (Tie Line)
05	3112-Termination	11	3142-Line Access (Tie Line)
06	3113-Ringing	12	3143-Group Access (Tie Line)
[1] 3101-02: Names data is not copied			

Features
• None

IntraMail Features
• None

Options
• Turn to the following page for help using 9022: Line Copy.

Default
• None

Using 9022-01: Line Copy	
To copy data from a line to another line or range of lines:	
1.	Access option 9022-01. You see: **Copy Program**
2.	Press **HOLD** and select the option (01-12) corresponding to the line program you want to copy. • You can dial the option number (01-23) or press **Volume Up** and **Volume Down** to scroll through the selections.
3.	Press **HOLD**. You see: **From Line**
4.	Enter the source line number + **HOLD**. You see: **To Line** • This is the line *from which* the data will be copied.
5.	Enter the target line number + **HOLD**. You see: **Thru Line** • This is the line *to which* the data will be copied. • If you are copying data to a range of lines, this is the first (lowest) line in the range.
6.	Do one of the following.
a.	If copying data to a single line, re-enter the line you entered in step 5 above + **HOLD**.
b.	If copying data to a range of lines, enter the highest (last) line in the range + **HOLD**.
7.	When the copy has successfully completed, you see: **Copy Complete**

Description

Use this program swap two extensions. This swaps *all* the programming between the two extensions, including the extension number and station name. With 9031-Station Swap, it is no longer necessary to install and wire cross-connect blocks to easily swap two extensions.

Options

9031-01: Station Swap
(Swap with Ext)

This option allows you swap two extensions. This swaps *all* the programming between the two extensions. If the extension being swapped is a 2PGDAD Module Door Box port with the secondary port assigned, this program will also swap the secondary port.

Features
- None

IntraMail Features
- None

Options
- See below.

Default
- None

Using 9031-01: Station Swap
To swap two extensions:
1.	Access option 9031-01.
2.	Press **TRANSFER** and select the first extension.
3.	Press **HOLD** and enter the second extension.
4.	Press **HOLD** again to make the swap. You see: **Swap Complete!** • You cannot swap an extension busy on a call.

Description

Use this program swap two line circuits. For example, if you swap line 1 with line 2, line 1 now uses the telco circuit formerly assigned to line 2 and vise versa. With 9032-Line Swap, it is no longer necessary to install and wire cross-connect blocks to easily swap two lines.

Options

9032-01: Line Swap
(Swap with Ext)

This option allows you swap two line circuits.

Features
- None

IntraMail Features
- None

Options
- See below.

Default
- None

Using 9032-01: Line Swap	
To swap two lines:	
1.	Access option 9032-01.
2.	Press **TRANSFER** and select the first line extension number.
3.	Press **HOLD** and enter the second line extension number.
4.	Press **HOLD** again to make the swap. You see: **Swap Complete!**

Description

Use this option to back up (save) the system database to a CompactFlash Card plugged into the IntraMail CompactFlash Card slot. You can then restore (load) the system database using *9042-Restore* (page 928). You can store the system database on the IntraMail CompactFlash Card or on a separate FAT16 or FAT32 formatted CompactFlash card. The entire system database uses about 500 Kbytes Of Compact Flash memory. See your system's *Hardware Manual* for more and how to install a CompactFlash Card.

Options

9041-01: Backup to CompactFlash
(Backup to CF)

Use this option to back up the system database to a CompactFlash Card. You can use *9042-Restore* (page 928) to restore the saved data.

Features
- *System Programming Backup and Restore* (page 335)

IntraMail Features
- None

Options
- **No** (0) - Do not backup
- **Yes** (1) - Start backup

Default
- None

Using 9041-01: Backup	
To backup your DSX system database:	
1.	Insert your CompactFlash card into the system's IntraMail CompactFlash Card slot. • You can use your IntraMail CompactFlash for backup or a standard FAT16/FAT32 formatted card. • The DSX system database only takes up 500K Bytes of your CompactFlash Card memory.
2.	Access option 9041-01. You see: **Backup to CF**
2.	Press **HOLD** and do one of the following.

a.	Dial **1** (Yes) + **HOLD** to begin the backup.
	• During the backup:
	  - You see: **Please Wait**
	  - The CPU Serial Port LED (DS-80/160) winks on (green).
	  - The CompactFlash LED occasionally winks on (red).
	• When the backup completes (after about 1 minute), you see: **Backup Complete!**

b.	Dial **0** (No) + **SPEAKER** to abort the backup.

Description

Use this option to restore (load) the database previously backed-up (saved) on a CompactFlash Card using *9041-Backup* (page 927). Note that you can store the system database on the IntraMail CompactFlash Card or on a separate FAT16 or FAT32 formatted CompactFlash card. The entire system database uses about 500 Kbytes Of Compact Flash memory. See your system's *Hardware Manual* for more and how to install a CompactFlash Card.

Options

9042-01: Restore from CompactFlash
(Restore from CF)

Use this option to restore the system database previously saved to a CompactFlash Card using *9041-Backup* (page 927).

Features
* *System Programming Backup and Restore* (page 335)

IntraMail Features
* None

Options
* **No** (0) - Do not restore
* **Yes** (1) - Start restore

Default
* None

	Using 9042-01: Restore
To restore your DSX system database:	
1.	Insert your CompactFlash card into the system's IntraMail CompactFlash Card slot. • Use the same CompactFlash Card to which you previously backed up the site data.
2.	Access option 9042-01. You see: **Restore from CF**
2.	Press **HOLD** and do one of the following.
a.	Dial **1** (Yes) + **HOLD** to begin the restore. • The system will automatically restart with the restored data loaded.
b.	Dial **0** (No) + **SPEAKER** to abort the restore.

DSX
Program List

System Options: 1001-1702

10xx-Configuration

100x-System

1001-Version

    1001-01: System Type

    1001-02: Software Version

    1001-03: DSP Version

101x-ID

1011-Name

    1011-01: System Name

    1011-02: Telephone Number

    Name Programming Chart

102x-Time

1021-Set Time and Date

    1021-01: System Time

    1021-02: System Date

1022-Daylight Savings Time

    1022-01: Automatic Daylight Savings Time Setting

1023-Internet (Network Time Server [NTS])

    1023-01: Network Time Server Name

103x-Programming

1031-Password Entry

    1031-01: New Password

11xx-CPU

110x-I/O

1101-RS232 Settings

1401-01: System Speed Dial Access
1401-02: Extended Ring
1401-03: Privacy
1401-04: ACD Supervisor
1401-05: Soft Keys
1401-06: Conversation Record
1401-07: DND Override
1401-08: Receive DID Calls
1401-09: Receive DID Camp-On
1401-10: Name Programming
1401-11: Language Programming
1401-12: Call Screening
1401-13: Hotline Automatic Transfer
1402-Access
1402-01: Forced Line Disconnect
1402-02: Barge In (Intrusion)
1402-03: Camp-On to Busy Extension
1402-04: Silent Monitor
1402-05: Activate Night Mode
1402-06: Direct Line Access
1403-SLT's (Single Line Telephone Options)
1403-01: Flash for Single Line Set
1403-02: Single Ring for Single Line Set
1403-03: Special Dial Tone for Single Line Set
1403-04: High Voltage Message Waiting Lamp for Single Line Set
1403-05: FSK Message Waiting Lamp for Single Line Set
1403-06: Loop Disconnect for Single Line Set
1404-Caller ID
1404-01: Caller ID Display
1404-02: Second Call Caller ID
1404-03: Third Party Caller ID
1404-04: Caller ID Display Separator
1404-05: Outgoing ANI Privacy
1404-06: Caller ID Alert Lamp
1405-Distinctive Ringing
1405-01: Ring Type Configuration
1405-02: Station Ring Override
1405-03: Key Ring Override
1406-Call Forwarding Options
1406-01: Call Forwarding Off-Premises
1406-02: Internal Call Forwarding
1407-Paging
1407-01: Make All Call Page
1407-02: Make Page Into Zone 1
1407-03: Make Page Into Zone 2
1407-04: Make Page Into Zone 3
1407-05: Make Page Into Zone 4
1407-06: Make Page Into Zone 5
1407-07: Make Page Into Zone 6
1407-08: Make Page Into Zone 7

141x-Line
1411-Access

Stations: 2101-2501

21xx-Configuration

210x-Setup

2101-Type

    2101-01: Station Type
    2101-02: Station Name
    2101-03: Station Display Language
    2101-04: Door Chime Selection
    2101-05: Outgoing ANI ID
    2101-06: Door Relay Assignment

2102-Access

    2102-01: Class of Service
    2102-02: Station Toll Level (Day)
    2102-03: Station Toll Level (Night)
    2102-04: User Programming Access Level
    2102-05: Station PIN Code

2103-Ringing

    2103-01: Day Ring Type
    2103-02: Night Ring Type
    2103-03: Delay Ring Type
    2103-04: Station's Intercom Ring Tone
    2103-05: Station's Ring Group Ring Tone
    2103-06: Station's Recall Ring Tone
    2103-07: Station's Ring "A" Tone
    2103-08: Station's Ring "B" Tone
    2103-09: Station's Ring "C" Tone

2104-Display

    2104-01: Backlight Brightness While Active
    2104-02: Backlight Brightness While Idle
    2104-03: Key Pad Illumination

211x-Options

2111-Features

    2111-01: Allow Do Not Disturb
    2111-02: Allow Background Music
    2111-03: Enable DSS/BLF Keys
    2111-04: Ringing Line Preference
    2111-05: Key Access for Outside Lines
    2111-06: Line Dial Up
    2111-07: Retain Line Volume Setting
    2111-08: Answering Machine
    2111-09: Personal Speed Dial

2112-Speaker Control

    2112-01: Automatic Handsfree
    2112-02: Headset Mode
    2112-03: Voice Announcements Through Speaker
    2112-04: Voice Announcements in Headset Mode
    2112-05: Handsfree Reply (Handsfree Answerback)
    2112-06: Paging Through Speaker

2113-Groups

    2113-01: Dial 9 Group

2143-Options
    2143-01: Message Playback Order
    2143-02: Auto Erase/Save of Messages
    2143-03: Auto Time Stamp
    2143-04: Message Waiting Lamp
    2143-05: Recording Conversation Beep
2144-Auto-Attendant (Automated Attendant)
    2144-01: Auto Attendant Do Not Disturb
    2144-02: Forced Unscreened Transfer
    2144-03: Dialing Option
    2144-04: Next Call Routing Mailbox
    2144-05: Directory List Number

215x-Speed Dial (Personal)

2151-Assignment (Personal Speed Dial Bin Assignment)
    2151-[01-20]: Personal Speed Dial Bin Type
    2151-[01-20]: Personal Speed Dial Bin Line
    2151-[01-20]: Personal Speed Dial Bin Group
    2151-[01-20]: Personal Speed Dial Bin Number
    2151-[01-20]: Personal Speed Dial Bin Name

22xx-Ring Groups

220x-Setup

2201-Identification
    2201-01: Ring Group Name
    2201-02: Ring Group Incoming Ring Type

221x-IntraMail (Ring Group Mailbox)

2211-Type
    2211-01: Mailbox Type
    2211-01: Routing Mailbox Number
2212-Setup
    2212-01: Number of Messages
    2212-02: Message Retention
    2212-03: System Administrator
    2212-04: Ring Group Mailbox Voice Prompt Language
2213-Options
    2213-01: Message Playback Order
    2213-02: Auto Erase/Save of Messages
    2213-03: Auto Time Stamp
    2213-04: Message Waiting Lamp
    2213-05: Recording Conversation Beep
2214-Auto-Attendant (Automated Attendant)
    2214-01: Auto Attendant Do Not Disturb
    2214-02: Forced Unscreened Transfer
    2214-03: Dialing Option
    2214-04: Next Call Routing Mailbox
    2214-05: Directory List Number

23xx-UCD Groups

230x-Setup

2301-Identification
    2301-01: UCD Group Name
    2301-02: UCD Group Incoming Ring Type
2302-Options
    2302-01: UCD Group Overflow Destination

231x-IntraMail (UCD Group Mailbox)

2311-Type

    2311-01: UCD Group Mailbox Type

    2311-01: UCD Group Routing Mailbox Number

2312-Setup

    2312-01: Number of Messages

    2312-02: Message Retention

    2312-03: System Administrator

    2312-04: UCD Group Mailbox Voice Prompt Language

2313-Playback

    2313-01: Message Playback Order

    2313-02: Auto Erase/Save of Messages

    2313-03: Auto Time Stamp

    2313-04: Message Waiting Lamp

    2313-05: Recording Conversation Beep

2314-(Auto-Attendant) Automated Attendant

    2314-01: Auto Attendant Do Not Disturb

    2314-02: Forced Unscreened Transfer

    2314-03: Dialing Option

    2314-04: Next Call Routing Mailbox

    2314-05: Directory List Number

24xx-DSS Consoles

240x-Setup

2401-Config (DSS Console Configuration)

    2401-01: DSS Owner

2402-Keys (DSS Console Keys)

    2402-[01-60]: DSS Console Key Codes

    2402-[01-60]: DSS Console Key Data

25xx-Text Messages (Selectable Display Messaging)

250x-Setup

2501-Text

    2501-[01-16]: Selectable Display Messages

    Name Programming Chart

Lines: 3101-3715

31xx-Configuration

310x-Setup

3101-Type

    3101-01: Line Type

    3101-02: Line Name

    3101-03: DTMF Dialing

    3101-04: PBX Line

    3101-05: E1 Signaling Type

    3101-06: MFC Signaling Type

3102-Access

    3102-01: Line Class of Service

    3102-02: Line Toll Level

3103-Settings

    3103-01: Transmit Gain

    3103-02: Receive Gain

    3103-03: Loop Length

    3103-04: Tandem Calls

    3103-05: Music On Hold Source

311x-Options

3111-Features

    3111-01: Disable Forced Account Codes

    3111-02: Override Extension's Toll Level

    3111-03: Dial Tone Detection

    3111-04: Enable MFC Group B

    3111-05: Store and Forward

    3111-06: Station Message Detail Recording

3112-Termination

    3112-01: Direct Termination in the Day

    3112-02: Enable Day Overflow

    3112-03: Day Overflow Destination

    3112-04: Direct Termination at Night

    3112-05: Enable Night Overflow

    3112-06: Night Overflow Destination

3113-Ringing

    3113-01: Pickup Group Assignment

    3113-02: Day Ring Type

    3113-03: Night Ring Type

    3113-04: Delay Ring Type

312x-Caller ID

3121-Settings

    3121-01: Caller ID Type

    3121-02: ANI/DNIS Format

    3121-03: ANI/DNIS Delimiter

    3121-04: Number of ANI Digits

3122-Groups

    3122-[01-08]: Caller ID Group Membership

313x-Voice Mail

3131-Settings

    3131-01: Pass Caller ID to Voice Mail

3531-01: Initialize Table

3531-02: Table Type (Allow or Deny)

3532-Table Entries

3532-xx: Table Data

354x-1+XXX-XXX / TBL-A XXXXXXX (1 + NPA + NXX Dialing 6-Digit Table)

3541-Table Options

3541-01: Initialize Table

3541-02: Table Type (Allow or Deny)

3542-Table Entries

3542-xx: Table Data

355x-XXX / TBL-B-XXX (NPA/NXX Dialing 3-Digit Table)

3551-Table Options

3551-01: Initialize Table

3551-02: Table Type (Allow or Deny)

3552-Table Entries

3552-xx: Table Data

356x-XXX-XXX / TBL-B XXXXXX (NPA + NXX Dialing 6-Digit Table)

3561-Table Options

3561-01: Initialize Table

3561-02: Table Type (Allow or Deny)

3562-Table Entries

3562-xx: Table Data

36xx-AC Codes (Verified Account Codes Table)

360x-Setup

3601-Codes

3601-xx: Verified Account Code Data

37xx-Caller ID (System-Wide Options)

370x-Log Groups (Caller ID Logging Groups)

3701-Setup

3701-[01-08]: Caller ID Logging Group Size

371x-Callback

3711-Route

3711-01: Caller ID Callback Route Type

3711-01: Caller ID Callback Line

3711-01: Caller ID Callback Group

3712-Treatment Options (Caller ID Callback Dial Treatment Options)

3712-01: Initialize Caller ID Dial Treatment Tables

3712-02: 10-Digit Local Calls

3712-03: Home Area Code Exception List Type

3713-Home NPA's (Home Area Code Table)

3713-[01-16]: Home Area Code Table Data

3714-HNPA Exceptions (Home Area Code Exception List Table)

3714-[01-96]: Home Area Code Exception List Table Data

3715-FNPA Exceptions (Foreign Area Code Exception List Table)

3715-[01-96]: Foreign Area Code Exception List Table Data

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41xx-Configuration

410x-System (Voice Mail System Options)

4101-Type

    4101-01: Voice Mail Type

    4101-02: Voice Mail Master Number

411x-Ports (Voice Mail Port Setup)

4111-Options (Voice Mail Port Options)

    4111-01: Voice Mail Port Name

    4111-02: Voice Mail Port Class of Service

    4111-03: Voice Mail Port Toll Restriction Level (Day)

    4111-04: Voice Mail Port Toll Restriction Level (Night)

    Name Programming Chart

4112-Off Hook (Voice Mail Port Off Hook Options)

    4112-01: Outgoing Dial 9 Group

    4112-02: Operator's Extension

4113-Line Access (Voice Mail Port Outgoing Line Access)

    4113-xx: Outgoing Line xx Access

4114-Group Access (Outgoing Line Group Access)

    4114-xx: Outgoing Line Group xx Access

42xx-IntraMail

420x-Options

4201-Messages (IntraMail Message Options)

    4201-01: Outgoing Message Length

    4201-02: Incoming Message Length

    4201-03: Message Backup/Go Ahead Time

4202-Notification (Message Notification Options)

    4202-01: Wait Between Non-Pager Callout Attempts

    4202-02: Wait Between Digital Pager Callout Attempts

    4202-03: Wait Between Busy Non-Pager Callout Attempts

    4202-04: Wait Between RNA Non-Pager Callout Attempts

    4202-05: Wait for Answer Non-Pager Callout Attempts

    4202-06: Number of Callout Attempts

    4202-07: Send Pager Callout Until Acknowledged

    4202-08: Digital Pager Callback Number

    4202-09: Delay in Dialing Digital Pager Callback Number

4203-Voice Prompts (Active System Voice Prompt Languages)

    4203-01: Primary Voice Prompt Language

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421x-Answer Table

4211-Setup (Answer Table Setup)

    4211-01: Default Mailbox

    4211-02: Answer Schedule Override

    4211-03: Override Mailbox

    4211-04: Next Answer Table

4212-Schedule (Schedule Setup)

    4212-[01-10]: Schedule Type

    4212-[01-10]: Routing Mailbox Number

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 9001-01: System Reset

9002-Station (Station Reset)

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 9012-01: Initialize Toll Restriction

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 9013-01: Initialize Caller ID Logs

9014-Ring Tones (Initialize Ring Tones)

 9014-01: Initialize Ring Tones

902x-Copy

9021-Station Copy

 9021-01: Station Copy

9022-Line Copy

 9022-01: Line Copy

903x-Swap Ports

9031-Station Swap

 9031-01: Station Swap

9032-Line Swap

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